BlackBerry Wireless Handheld

900/1900 MHz GSM/GPRS Networks
900/1800 MHz GSM/GPRS Networks

Handheld User Guide

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Handheld User Guide
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Important safety information

Please read these safety and operation instructions before operating the BlackBerry Wireless Handheld, its docking/charging cradle, or any other BlackBerry Wireless Handheld charging units. Retain these instructions for future use.

Note: Refer to "Important safety/compliance information" on page 14 for more information on safety regulations and compliance information for your BlackBerry 6710 Wireless Handheld™.

Refer to "Important safety/compliance information" on page 18 for more information on safety regulations and compliance information for your BlackBerry 6710 Wireless Handheld or your BlackBerry 6720 Wireless Handheld™.

ELECTRICAL SAFETY

This handheld (model number R6020GW / R6020GE) is intended for use when supplied with power or charging from the Charging Cradle ASY-04060-001 (ordered as ACC-04056-001) with Power Adapters PWR-04615-000, Travel Charger accessory ASY-04510-001 (ACC-04172-001), Automotive Charger accessory ASY-03939-001 (ACC-04051-001), or any other charging units provided or specifically approved by Research In Motion Limited (RIM) for use with this equipment. Other usage will invalidate any warranty provided with this apparatus and may be dangerous.

Warning: Before use, please ensure that the mains voltage is in accordance with the input voltage printed on the power supply.

To be operated on mains with a circuit breaker rated 16A max.

Protect against beating rain. For indoor use only.

ACCESSORIES

Use only those accessories approved by RIM. The use of any accessories not approved by RIM for use in conjunction with the handheld will invalidate any approval or warranty applicable to the handheld and may be dangerous.

DRIVING

Check the laws and regulations on the use of wireless devices in the areas where you drive. Always obey them. The use of any alert device to operate a vehicle's lights or horn on public roads is not permitted.

Avoid using the handheld in any environment requiring your full attention, such as when driving a vehicle. If you need to use your handheld while driving, have a passenger in the vehicle use the handheld for you, or find a safe location to halt your vehicle prior to using the handheld. Do not use any charging unit as a means of storing your handheld while in a vehicle.

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles. Check with the manufacturer or its representative regarding your vehicle. You should also consult the manufacturer of any equipment that has been added to your vehicle.

For Vehicles Equipped With An Air Bag

An air bag inflates with great force. DO NOT place objects, including both installed or portable wireless equipment, such as the BlackBerry Wireless Handheld, in the area over the air bag or in the air bag deployment area. If in-vehicle wireless equipment is improperly installed and the air bag inflates, serious injury could result.

ELECTRONIC DEVICES

Most modern electronic equipment is shielded from RF signals. However, certain electronic equipment may not be shielded against the RF signals from your wireless handheld.

Pacemakers

Consult a physician or the manufacturer of your pacemaker if you have any questions regarding the effect of RF signals on your pacemaker. If you have a pacemaker, ensure that you are using the handheld in accordance with the safety requirements associated with your particular pacemaker, which may include the following:

- Always keep the handheld more than 20 cm (7 inches) from the pacemaker when the handheld is turned ON;
- Do not carry the handheld in a breast pocket;
- If the handheld has a voice option, use the ear opposite the pacemaker for making and receiving calls to minimize the potential for interference.
- If you have any reason to suspect that interference is taking place, turn your handheld OFF immediately.

Hearing Aids

Some digital wireless devices may interfere with some hearing aids. In the event of such interference, consult your service provider or contact the manufacturer of your hearing aid to discuss alternatives.

Other Medical Devices

If you use any other personal medical device, consult the manufacturer of your device to determine if they are adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information.

Turn your handheld OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Posted Facilities

Turn your handheld OFF in any facility where posted notices so require.

BLASTING AREAS

To avoid interfering with blasting operations, turn the wireless feature of your handheld OFF when in a “blasting area” or in areas posted: “Turn off two-way radio”. Obey all signs and instructions.

POTENTIALLY EXPLOSIVE ATMOSPHERES

Turn your handheld OFF when in any area with a potentially explosive atmosphere and obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death.

Areas with a potentially explosive atmosphere are often, but not always, clearly marked. They include fueling areas such as gasoline/petrol stations; below deck on boats; fuel or chemical transfer or storage facilities; vehicles using liquefied petroleum gas (such as propane or butane); areas where the air contains chemicals or particles, such as grain, dust, or metal powders; and any other area where you would normally be advised to turn off your vehicle engine.

ADDITIONAL SAFETY GUIDELINES

Battery: Discard the handheld properly. As the unit contains a lithium-ion battery, neither the handheld nor the lithium battery should be disposed of in fire. Dispose of the lithium battery in accordance with the laws and regulations in your area governing disposal of such cell types. To recharge the battery, use approved battery chargers only. Keep the battery away from children.

Warning: The battery may present a fire or chemical burn hazard if mistreated. Do not disassemble, crush, puncture, or heat the battery above 60 degrees Celsius. Do not allow metal objects to contact the battery terminals. Only use a battery that has been approved by Research In Motion Limited. The use of another battery may present a risk of fire or explosion.

Power source: The charging unit and any other charging units should be operated only from the type of power source indicated on the marking label and are intended for indoor use only. Do not use the travel charger or any other charging units outside or in any area exposed to the elements. Refer to the operating instructions in this manual for more information on the battery and power supply.

Do not overload wall outlets, extension cords, or integral convenience receptacles as this may result in a risk of fire or electric shock. To reduce the risk of damage to the cord or the plug, pull the plug rather than the cord when you disconnect the apparatus from the wall outlet or convenience receptacle.

Liquids and foreign objects: Never push objects of any kind into the BlackBerry Wireless Handheld or any accessories through openings as they may short-out parts and this may result in a fire or electric shock. Do not use the handheld or any accessories near water (for example near a bathtub, or a sink, in a wet

basement, near a swimming pool, etc.). Never spill liquid of any kind on the handheld or any accessories. Unplug the charging unit from the electrical outlet before cleaning the handheld.

Stability: Do not place the handheld, charging unit, or any accessories on any unstable surface, such as a cart, stand, tripod, bracket, or table. It may fall, thereby potentially causing serious injury to a child or adult, and/or serious damage to the handheld, charging unit, or any accessories. Take care when using the handheld with any charging units to place the charging unit in a secure and stable spot and route the power cord in a way that reduces the risk of injury to others, such as by tripping or choking.

Care: Do not use liquid or aerosol cleaners or solvents. Clean only with a dry cloth.

High heat: The handheld and any accessories should be situated away from any heat sources, such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

Power Cord: Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus. Unplug this apparatus during lightning storms or when unused for long periods of time.

Service: Unplug the charging unit from the electrical outlet and refer the handheld, charging unit, and any accessories for service to qualified service personnel if:

- the power supply cord, plug, or connector to the handheld is damaged
- liquid has been spilled or objects have fallen into the handheld, charging unit, or any electrical accessories
- the handheld, charging unit or accessory has been exposed to rain or water
- the handheld, charging unit, or accessory becomes very hot to the touch
- the handheld, charging unit or accessory has been dropped or damaged in any way
- the handheld, charging unit or accessory does not operate normally by following the instructions contained in this guide
- the handheld, charging unit or accessory exhibits a distinct change in performance.

All servicing should be undertaken by qualified service personnel.

Do not attempt to disassemble the handheld, charging unit, or any accessories.

Warning: To reduce the risk of fire or electric shock, do not expose this apparatus or any accessories to rain or moisture. Adjust only those controls that are covered in this manual. An improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the handheld or charging unit to its normal operation.

Failure to observe all safety instructions contained in this guide will void the Limited Warranty, and may lead to suspension or denial of services to the offender, or legal action, or both.

Important safety/compliance information

For BlackBerry 6710 Wireless Handheld users

EXPOSURE TO RADIO FREQUENCY SIGNALS

Your wireless handheld portable device is a low power radio transmitter and receiver. When it is ON, it receives and also sends out radio frequency (RF) signals. Your wireless handheld complies with U.S. Federal Communications Commission (FCC) and Industry Canada (IC) guidelines respecting safety levels of RF exposure for handheld wireless devices, which in turn are consistent with the following safety standards previously set by Canadian, U.S., and international standards bodies:

- ANSI/IEEE C95.1-1999, IEEE Standard for Safety Levels with Respect to Human Exposure to Radio Frequency Electromagnetic Fields, 3kHz to 300 GHz
- National Council on Radiation Protection and Measurements (NCRP) Report 86, -1986, Biological Effects and Exposure Criteria for Radio Frequency Electromagnetic Fields
- Health Canada, Safety Code 6, 1999, Limits of Human Exposure to Radiofrequency Electromagnetic Fields in the Frequency Range from 3 kHz to 300 GHz
- International Commission on Non-Ionising Radiation Protection (ICNIRP) 1998, Guidelines for limiting exposure to time-varying electric, magnetic, and electromagnetic fields (up to 300 GHz)

To maintain compliance with FCC and IC RF exposure guidelines, use only RIM-supplied or approved accessories. The BlackBerry handheld is designed to be carried in a RIM-approved holster when carried on your body. When carrying the BlackBerry Wireless Handheld while it is switched on, use the specific holster that has been tested for compliance. If you do not use a RIM-approved holster or other body-worn accessory, ensure that the handheld is at least 7mm from your body when it is turned on. Use of accessories not approved by RIM may violate FCC and IC RF exposure guidelines and may void your warranty.

SPECIFIC ABSORPTION RATE DATA

THIS MODEL WIRELESS HANDHELD MEETS GOVERNMENT REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your wireless handheld is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government and Industry Canada of the Canadian Government (IC). These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless mobile handhelds employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC/IC is 1.6W/kg.* Tests for SAR are conducted using standard operating positions specified by the FCC/IC with the handheld transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the handheld while operating can be well below the maximum value. This is because the handheld is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

Before a wireless handheld model is available for sale to the public, it must be tested and certified to the FCC/IC that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC/IC for each model. The highest SAR value for this model handheld when tested for use at the ear is 1.28W/kg and when worn on the body, as described in this user guide, is 0.32 W/kg. (Body-worn measurements differ among wireless

handheld and phone models, depending upon available accessories and FCC/IC requirements). While there may be differences between the SAR levels of various wireless devices and at various positions, they all meet the government requirement for safe exposure.

The FCC has granted an Equipment Authorization for this model handheld with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model handheld is on file with the FCC and can be found under the Display Grant section of http://www.fcc.gov/oet/fccid after searching on FCC ID L6AR6020GW.

Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications & Internet Association (CTIA) web-site at http://www.wow-com.com.

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* In the United States and Canada, the SAR limit for mobile handhelds used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue for the body or head (4.0 W/kg averaged over 10 grams of tissue for the extremities - hands, wrists, ankles and feet). The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

The long-term characteristics or the possible physiological effects of Radio Frequency Electromagnetic fields have not been evaluated by UL.

ANTENNA CARE

Use only the supplied integral antenna. Unauthorized antenna, modifications, or attachments could damage the handheld and may violate FCC regulations.

AIRCRAFT

Federal Aviation Administration (FAA)/FCC regulations prohibit using the radio of your handheld while in the air. Switch the radio of your handheld OFF before boarding an aircraft. The effect of the use of your handheld's radio in an aircraft is unknown. Such use may affect aircraft instrumentation, communication and performance, may disrupt the network, may otherwise be dangerous to the operation of the aircraft, and may be illegal. All other applications of your handheld may be used in accordance with airline regulations for electronic devices.

FCC compliance statement (USA)

FCC Class B Part 15

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesired operation.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instructions, may cause interference harmful to radio communications.

There is no guarantee, however, that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Industry Canada Certification

This device complies with Industry Canada RSS 133, under certification number 2503A-R6020GW.

Class B compliance

This device complies with the Class B limits for radio noise emissions as set out in the interference-causing equipment standard entitled “Digital Apparatus,” ICES-003 of Industry Canada.

Important safety/compliance information

For BlackBerry 6710 Wireless Handheld and BlackBerry 6720 Wireless Handheld users

EXPOSURE TO RADIO FREQUENCY SIGNALS

Your wireless handheld portable device is a low power radio transmitter and receiver. When it is ON, it receives and also transmits radio frequency (RF) signals. Your wireless handheld complies with European Union (EU) guidelines respecting safety levels of RF exposure for handheld wireless devices, which in turn are consistent with the following safety standards and guidelines previously set by international standards bodies:

- EN 50360, 2001, Product standard to demonstrate the compliance of mobile phones with the basic restrictions related to human exposure to electromagnetic fields (300 MHz - 3 GHz)
- International Commission on Non-Ionising Radiation Protection (ICNIRP) 1998, Guidelines for limiting exposure to time-varying electric, magnetic, and electromagnetic fields (up to 300 GHz)
- Official Journal of the European Union, 1999, Council Recommendation of 12 July 1999 on the limitation of exposure of the general public to electromagnetic fields (0 Hz to 300 GHz)

To maintain compliance with EU RF exposure guidelines, use only RIM-supplied or approved accessories. The BlackBerry handheld is designed to be carried in a RIM-approved holster when carried on your body. When carrying the BlackBerry Wireless Handheld while it is switched on, use the specific holster that has been tested for compliance. If you do not use a RIM-approved holster or other body-worn accessory, ensure that the handheld is at least 7mm from your body when it is turned on. Use of accessories not approved by RIM may violate EU RF exposure guidelines and may void your warranty.

SPECIFIC ABSORPTION RATE DATA

THIS MODEL WIRELESS HANDHELD MEETS THE EU REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your wireless handheld is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy recommended by The Council of the European Union. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless mobile handhelds employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit recommended by The Council of the European Union is 2.0 W/kg.* Tests for SAR are conducted using standard operating positions with the handheld transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the handheld while operating can be well below the maximum value. This is because the handheld is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

Before a wireless handheld model is available for sale to the public, it must be tested and shown to be within the SAR limits adopted by European countries, under the recommendations of the International Commission on Non-Ionising Radiation Protection (ICNIRP). The tests are performed in positions and locations (e.g., at the ear) as required by The Council of the European Union for each model. The highest SAR value for these handheld models when tested for use at the ear is 0.77 W/kg (6710)/0.75 W/kg (6720) and when worn on the body, as described in this user guide, is 0.30 W/kg (6710)/0.38W/kg (6720) . (Body-worn measurements differ among wireless handheld and phone models, depending upon available accessories). While there may be differences between the SAR levels of various wireless devices and at various positions, they all meet the government requirement for safe exposure.

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* In Europe, the SAR limit for mobile handhelds used by the public is 2.0 Watts/kg (W/kg) averaged over 10 grams of tissue for the body or head (4.0 W/kg averaged over 10 grams of tissue for the extremities - hands, wrists, ankles and feet). The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

The long-term characteristics or the possible physiological effects of Radio Frequency Electromagnetic fields have not been evaluated by Underwriters Laboratories Inc. (UL).

ANTENNA CARE

Use only the supplied integral antenna. Unauthorized antenna modifications or attachments could damage the handheld and may violate applicable laws and regulations by causing radio frequency (RF) energy to be above the recommended limits. Any such unauthorized use, modification or attachment will invalidate the warranty provided with the handheld and may be dangerous.

AIRCRAFT SAFETY

Switch off your handheld's radio when in an aircraft. The effect of the use of your handheld's radio in an aircraft is unknown. Such use may affect aircraft instrumentation, communication and performance, may disrupt the network, may otherwise be dangerous to the operation of the aircraft, and may be illegal. All other applications of your handheld may be used in accordance with airline regulations for electronic devices.

EU REGULATORY CONFORMANCE

Research In Motion Limited hereby declares that this BlackBerry Wireless Handheld device is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

CE0168

The Declaration of Conformity made under Directive 1999/5/EC is available for viewing at the following location in the EU community:

Research In Motion UK Limited
36 Station Road, Egham, Surrey
TW20 9LF
United Kingdom

Introduction

This online guide provides information and procedures for using the applications on your handheld.

Before you begin

Before you begin using this guide, complete the steps in the "Getting Started" chapter of the printed *Getting Started Guide*. You should be able to send and read a test email message.

Handheld features

The "Getting to know your handheld" chapter explains the basic keys and key combinations, and the application, handheld status, network status, and navigational icons on your handheld.

The "Sending and reading email and PIN messages" chapter explains how to send email and personal identification number (PIN) messages, how to set message options, how to send one-time messages, how to send messages to several contacts at one time, how to format your messages, how to receive more of a message, and how to manage attachments.

The "Sending and reading SMS messages" chapter explains how to send and receive short message service (SMS) messages, set SMS message options, and remove SMS message history.

The "Managing messages and phone call logs" chapter explains how to file, save, search, edit, and delete messages and phone call logs.

The "Using the Address Book application" chapter explains how to set Address Book options, and how to add, edit, view, and delete contacts. This chapter also explains how to view, add, edit, and delete abbreviated and short dialing numbers on your SIM card.

The "Using the Phone application" chapter explains how to place and answer phone calls, how to set Phone options, how to place calls on hold, how to mute phone calls, how to place conference calls, and how to use phone call notes.

The "Using the Browser application" chapter explains how to use your handheld to browse web pages, view page addresses, and manage saved web site addresses, and set Browser options.

The "Using the Tasks application" chapter explains how to add, edit, view, and delete tasks, and how to change the status of a task.

The "Using the Calendar application" chapter explains how to add, edit, view, and delete appointments, and how to enable wireless calendar synchronization.

The "Using the MemoPad application" chapter explains how to add, edit, view, and delete memos.

The "Using the Calculator application" chapter explains how to perform basic mathematical calculations and measurement conversions.

The "Customizing your handheld's options" chapter provides more information on setting your handheld's custom options such as the notification profiles, the Auto On/Off feature, how to use keyboard lock, SIM card security, and your Alarm.

The "Troubleshooting" chapter provides answers to some frequently asked questions and explanations of possible error messages on your handheld.

Note: Depending on your service provider's plan or your integration option, some applications might not be available on your handheld. Contact your service provider or network operator for more information on available services. Refer to the *Getting Started Guide* for more information on your integration options.

Is this the correct guide for me?

This *Handheld User Guide* is the correct guide for you if you have set up your handheld by following the procedures in the *Getting Started Guide*. This guide provides complete information on your handheld's keys and provides procedures for using your handheld's applications.

Additional documentation is available for your BlackBerry Wireless Handheld:

- *Getting Started Guide* — This printed guide contains installation and setup information for your handheld.
- *Quick Reference Card* — This card provides shortcuts and tips for using your handheld.
- *Desktop Software Online Help* — Each tool in the desktop software offers online Help to guide you and answer your questions. To view procedures and information relating to the desktop software tools, click **Help** in any active window.
- `README.txt` — This text file contains information about the features of this software release. You can read this file at the end of the desktop software installation. To read the file at a later time, open it from the directory in which you installed the desktop software.
- *BlackBerry Web Client Online Help* — If you have integrated your desktop software with a new email account or an existing Internet Service Provider (ISP) account, you configure your email settings in the BlackBerry Web Client. For information on configuring and using the web client, click **Help** in any web client window.

About this guide

This guide provides information for using the advanced features of your handheld.

Integration with new or ISP email account	Information appearing in this format, prefaced by **Integration with new or ISP email account**, pertains to handhelds that are configured for these integration options. You can use the features that are described in sections marked with this note if you have integrated your BlackBerry Desktop Software with a new or ISP email account.
Integration with enterprise email account	Information appearing in this format, prefaced by **Integration with enterprise email account**, pertains to handhelds that are configured for this integration option. You can use the features that are described in sections marked with this note if you have integrated your BlackBerry Desktop Software with your enterprise email account.

Microsoft Exchange Information appearing in this format, prefaced by **Microsoft Exchange**, pertains to handhelds that are set up with a Microsoft® Exchange enterprise email account. You have a Microsoft Exchange email account if Microsoft Outlook® is your email client and in Outlook, if on the **Tools** menu, you click **Services**, the dialog box lists **Microsoft Exchange Server** as a service.

Lotus Domino Information appearing in this format, prefaced by **Lotus Domino**, pertains to handhelds that are set up with a Lotus® Domino™ email account. You have a Lotus Domino email account if you use Lotus Notes® as your email client.

Note: Notes appear in this format and contain important information on the associated topic.

Tip: Tips appear in this format and provide optional or time-saving information on the associated topic.

Warning: Warnings appear in this format and advise you that failure to take or avoid a specific action can result in data loss or physical damage to you or your handheld

A list of tips is included at the end of each chapter.

Your handheld has three font size options: 8, 10, and 12-point. The graphics in this guide show the 10-point font size option and depict your handheld's menu items as they would appear if you integrated the desktop software with an enterprise email account.

Depending on your service provider or network operator's plan, some applications might not be available on your handheld. In addition, the configuration for your Browser application might be different. This guide assumes that you have the ability to use all the handheld applications.

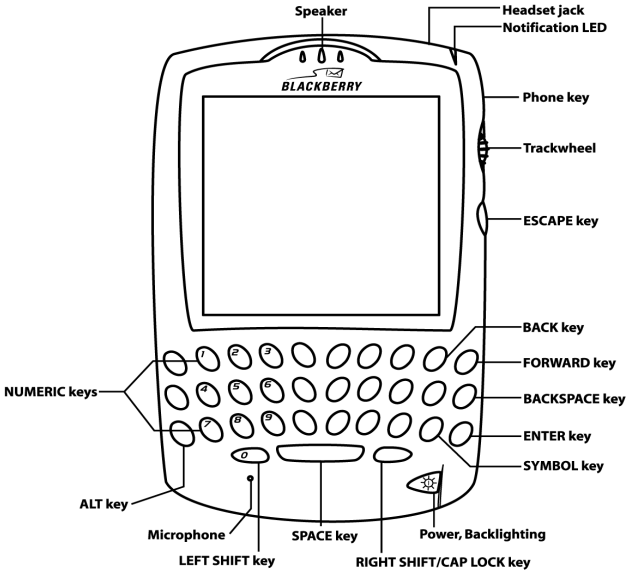
You can set the locale and the date and time format on your handheld. The date and time can be set to a 12-hour or 24-hour clock and the handheld status section of the screen reflects the format that you select. The graphics in this guide use the 12-hour clock and the **english (United States)** locale.

The name of your service provider or network operator appears in the handheld status section of the screen. This name reflects the network to which you are currently connected. The graphics in this guide use **<service provider>** to indicate this name.

Chapter 1
Getting to know your handheld

This section provides information on the following topics:

- Using the keyboard and trackwheel
- Activating backlighting
- Navigating applications
- Configuring handheld options
- Tips for using your handheld

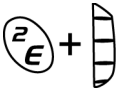


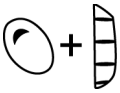
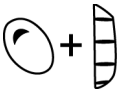
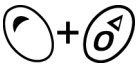
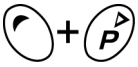
The BlackBerry 6700 Series of Wireless Handhelds

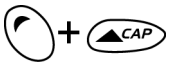
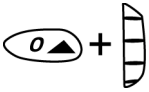
Using the keyboard and trackwheel

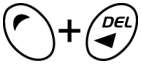
Your handheld's keyboard provides access to the alphabetic characters. The keyboard also features ten special keys: **SYM** (symbol) to access a symbols library, **BACKSPACE**, **ENTER**, **SPACE**, two **SHIFT** keys, **ALT**, **ESC** (escape), a phone key, and a power key. You can generate numbers, punctuation marks, and special characters by pressing **ALT** in combination with the alphabetic keys. The trackwheel helps you navigate, view, and select items on each screen. To scroll through menu items or text, roll the trackwheel or press the **BACK** or **FORWARD** keys while holding **ALT**. To select applications and menu options, click (press down on) the trackwheel.

The following table describes special keyboard and trackwheel combinations that can help you navigate applications, type text, and configure options on your handheld.

Key	Function
 POWER key	**Turning on/off the power, activating backlighting** • Press the power key to turn on the handheld. • When your handheld is on, press the power key to activate backlighting. Press it again to turn off backlighting. Backlighting turns off automatically if you do not press any keys or roll the trackwheel for ten seconds. • Hold the power key to turn off the handheld.
 Trackwheel	**Scrolling and selecting** • Roll the trackwheel to scroll up and down through text lines, fields, and menu items. • Click the trackwheel to open menus and select options.
 PHONE key	**Opening the Phone application; muting phone calls** • If you are not connected to a phone call, press the phone key to open the Phone application. • While you are connected to a phone call on the Active Call screen, press the phone key to mute the call. Press the phone key again to turn mute off. • While you are connected to a phone call in one of the handheld's other applications, press the phone key to return to the Active Call screen.
 **CHARACTER + ROLL**	**Typing special characters** • When you are composing a message or typing text, hold a letter and roll the trackwheel to scroll through letters with accents, equation symbols, and other characters. When the desired character, symbol, or mark appears, release the letter.
 ALT key	**Typing ALT characters** • **ALT** activates the numbers and symbols that are printed on the keys above the letters. • Press **ALT** to affect the next character that you type. • Hold **ALT** to affect all the characters that you type. An **A** icon appears in the upper right corner of your screen when **ALT** is activated.

Key	Function
 **ALT** + **ROLL**	**Scrolling horizontally and changing options** • Hold **ALT** and roll the trackwheel to move the cursor horizontally across lines. • Hold **ALT** and roll the trackwheel to scroll through field options. • On the Home screen, hold **ALT** and roll the trackwheel to move the cursor vertically.
 **ALT** + **CLICK**	**Selecting text for cutting, copying, and pasting; hiding and moving icons on the Home screen** • On any screen on which you can type text, hold **ALT** and click the trackwheel to enter selection mode. Roll the trackwheel to select the text. • On the Home screen, hold **ALT** and click the trackwheel to view the menu. Click **Move Icon** or **Hide Icon**.
 **ALT + BACK** key	**Scrolling horizontally and changing options** • Hold **ALT** and press **BACK** to move the cursor horizontally across lines. • Hold **ALT** and press **BACK** to scroll through field options. • In the Calendar application, hold **ALT** and press **BACK** to move to the previous day, week, or month.
 **ALT + FORWARD** key	**Scrolling horizontally and changing options** • Hold **ALT** and press **FORWARD** to move the cursor horizontally across lines. • Hold **ALT** and press **FORWARD** to scroll through field options. • In the Calendar application, hold **ALT** and press **FORWARD** to move to the next day, week or month.
LEFT SHIFT key **RIGHT SHIFT** key	**Capitalizing characters** • Press either **SHIFT** key once to capitalize the next character that you type. • Hold either **SHIFT** key while you type to capitalize all letters. • Hold a letter to capitalize it. This feature only works when **Key Rate** is set to **Slow** or **Fast** on the Screen/Keyboard screen. An up arrow icon appears in the upper right corner of your screen when a **SHIFT** key is active.

Key	Function
 **ALT + RIGHT SHIFT (CAP)**	**Activating CAP lock** • Press **ALT + RIGHT SHIFT (CAP)** to activate capital letter-lock mode. Any key that you press is capitalized. • Press either **SHIFT** key again to return to regular mode. • Press **ALT + RIGHT SHIFT (CAP)** when connected to a phone call to activate character mode. Any key that you press inserts the associated letter. An up arrow icon appears in the upper right corner of your screen when capital letter-lock mode is activated.
 LEFT SHIFT + ALT	**Activating NUM lock** • Press **LEFT SHIFT + ALT** to activate number-lock mode. When you press a key, the character that is printed above the primary character is inserted. • Press **ALT** again to return to regular mode. An **N** icon appears in the upper right corner of your screen when number-lock mode is activated.
 **SHIFT + ROLL**	**Selecting multiple items in a list** • Hold either **SHIFT** key and roll the trackwheel to select multiple items on a screen that displays a list.
 ENTER key	**Inserting carriage returns; choosing selected items** • Press **ENTER** to insert a regular carriage return that moves your cursor to a new line. • Press **ENTER** to choose a selected item.
 BACKSPACE key	**Deleting previous characters** • Press **BACKSPACE** to move the cursor backward and to delete characters to the left of the cursor. • With one or more characters selected, press **BACKSPACE** to delete only those characters. • Press **BACKSPACE** to delete a selected message on the Messages screen. If you select a date on the Messages screen and press **BACKSPACE**, a dialog box appears asking if you want to delete all messages prior to that date.

Key	Function
 **ALT + BACKSPACE**	**Deleting characters to the right of the cursor** • Press **ALT + BACKSPACE** to erase characters to the right of the cursor.
ESCAPE key (under trackwheel)	**Exiting screens or menus** • Press **ESC** to close a menu or cancel an action. • Press **ESC** to return to the Home screen. • Press **ESC** in the Browser application to return to the previous web page. • Press **ESC** while you are connected to a phone call to end the phone call.
SPACE key	**Inserting a space; scrolling through field options** • Press **SPACE** to insert a space between characters while you type. • Press **SPACE** to insert the at sign (@) and periods in **Email** fields. • Press **SPACE** to scroll through field options.
SYMBOL key	**Opening the symbols library for extra characters** • Press **SYM** to open a symbols library, from which you can insert symbols. On this dialog box, you can either select a symbol and click the trackwheel, or press the letter under the desired symbol.

Activating backlighting

In low light conditions, you can increase readability of the LCD screen and keyboard by using the backlighting feature.

To activate backlighting, press the power key. If you do not press any keys or use the trackwheel for ten seconds, the backlighting turns off automatically.

The handheld backlighting turns on automatically when you receive a phone call.

To turn off the backlighting manually, press the power key.

Navigating applications

The LCD screen provides access to your handheld applications. When you turn on your handheld, the Home screen appears. The handheld status section at the top of the screen displays various handheld status information, including the date and time, the wireless coverage indicator, the battery power indicator, and the name of your service provider or network operator. The handheld status section also appears on the screen when you are in the Messages, Saved Messages, Search Results, Alarm, and Phone applications.

On the Home screen, you can open each application. On each application screen, you can view application menus. On some screens, you can change settings or options.

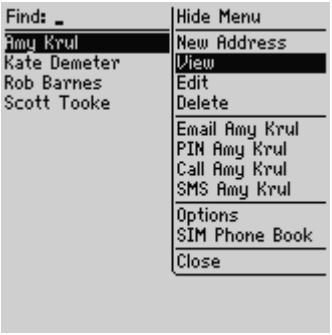
To open applications

The applications list appears on the Home screen. To open an application, select an icon and click the trackwheel (or press the underlined character in the application name). You can also press **ENTER** to open an application.

Home screen - Messages icon

To navigate menus

Menus provide a list of available options or actions for the current application. To open an application screen's menu, click the trackwheel. The menu appears on the right side of the screen and covers approximately half of the LCD screen's width.



Find screen menu - View item

To select a menu item, use the trackwheel to scroll to the item, and then click the trackwheel. If you decide not to use the menu, you can close it by pressing **ESC**.

To scroll through options

The handheld has several means to perform the same action, such as using shortcut keys instead of the menu or the trackwheel. In particular, there are four ways to change the configurable options on your handheld. These alternatives apply to all screens on which you can change settings, such as the Date/Time, New Appointment, or Alarm screens.

- **Use the menu.** With the cursor in an option field, click the trackwheel to view the menu and click **Change Option**. A dialog box appears in which you can scroll through your options. When you reach the option you prefer, click the trackwheel.
- **Use ALT + roll.** Hold **ALT** and roll the trackwheel to scroll through the options. Release **ALT** when you reach the desired option.
- **Use the keyboard.** You can press the letter or number that represents your choice. For example, if you are in a time field, press the first number of the hour that you want to specify.
- **Use SPACE.** You can press **SPACE** to scroll through your options. Release **SPACE** when you set the field to your preference. This guide uses the **SPACE** key method to describe how to set field options.

To use links

When you receive a message, your handheld recognizes phone numbers, personal identification numbers (PINs), web site addresses, and email addresses in the body of the message and converts them into links. When you select an underlined link and click the trackwheel to view the menu, you can choose to dial the phone number, browse the web site, or send an email, PIN, or short message service (SMS) message to your contact, based on the link that you select.

Note: Depending on your service provider's plan, you might not be able to open web site using links in your email messages. Contact your service provider or network operator for more information.

Handheld icons

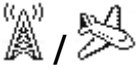
Icons indicate wireless coverage, battery power, and handheld status, denote application screens, and provide navigational aid.

Application icons

Note: Depending on your service provider's plan, some applications might not be available on your handheld. As a result, some of the following icons might not appear on the screen. Contact your service provider or network operator for more information on available services.

Icon	Description
Messages	Receive, read, reply to, compose, save, and delete email, PIN, and SMS messages. Open and view phone call logs and place phone calls.
Saved Messages	Store messages for future viewing.
Search Messages	Locate messages with the Search Messages application.
Compose	Type and send email, SMS, and PIN messages.

Icon	Description
Phone	Place and mute phone calls and put phone calls on hold. Make notes while on calls. Set call forwarding, call barring, and initiate conference calls.
Address Book	Store your personal directory of contact information, such as addresses, phone numbers, fax numbers, and email addresses. Use the Search tool to locate a specific contact.
Calendar	Keep track of appointments using Day, Agenda, Week, or Month view. Use wireless calendar synchronization.
Tasks	Add, edit, and delete tasks, and mark tasks as complete.
MemoPad	Compose, edit, and delete notes and memos.
Calculator	Perform basic mathematical operations and measurement conversions.
Alarm	Set the Alarm on your handheld to sound at a specific time every day or only on weekdays.
Browser	Browse and save web pages, view web page addresses, and set Browser options.
Profiles	Customize how the handheld notifies you of messages, saved web pages, phone calls, appointments, and alarms.

Icon	Description
Options	Set the password, customize AutoText, set the date and time, and program the automatic on/off feature.
Keyboard Lock	Lock your keyboard to prevent accidentally typing characters.
Lock	Lock the handheld with a password security screen so that only you can use it. The **Keyboard Lock** icon changes to the **Lock** icon after you set a password.
 **Turn Wireless On/Turn Wireless Off**	Turn off the handheld's radio when it might interfere with other radio communications, such as when on an airplane, or when you prefer not to receive messages. You cannot send or receive messages, place or answer phone calls, or browse web pages until you turn the radio on again.
Turn Power Off	Turn off the handheld when you want to conserve battery power. All queued messages are delivered to your handheld after you turn it on again.

Handheld status icons

Icon	Description
	wireless coverage indicator
	data is being sent
	data is being received
	ALT mode is active
	SHIFT mode is active; **CAP**-lock mode is active
	NUM-lock mode is active

Icon	Description
	unread message waiting
	roaming indicator If the roaming indicator appears beside the network type (i.e. **GSM**, **GPRS**), you are roaming into another wireless network's coverage area that is not part of your home network; contact your service provider for more information.
	Alarm is set

Battery status icons

Icon	Description
	battery power indicator
	charging indicator

Network status icons

Icon	Description
	You can send and receive email, PIN, and SMS messages. You can also place and answer phone calls and browse web pages.
	You can send and receive SMS messages, place and answer phone calls, and you might be able to browse web pages. You cannot send or receive email or PIN messages.
	You can send and receive SMS messages. You can also place and answer phone calls, but you cannot send or receive email or PIN messages or browse web pages.

Icon	Description
	Your handheld is within an area of **GSM** wireless coverage but is not within an area of **GPRS** wireless coverage. You cannot send or receive email, SMS, or PIN messages, place or answer phone calls, or browse web pages. You can continue to use your handheld's other applications and you can place phone calls to emergency phone numbers. Any pending messages are sent after you return to an area of **GPRS** wireless coverage.
	Your handheld is in an area of wireless coverage but you can only place emergency calls. You can still place emergency calls if your handheld is locked with a password or your SIM card is removed.
	Your handheld is not in an area of wireless coverage. You cannot send or receive email, SMS, or PIN messages, place or answer phone calls, or browse web pages. You can continue to use your handheld's other applications. Any pending messages are sent after you return to an area of wireless coverage.

Navigational icons

Icon	Description
	cursor position
	more items are available above; scroll up with the trackwheel to view them
	more items are available below; scroll down with the trackwheel to view them

Configuring handheld options

After you are familiar with your handheld, you should configure some of its basic options. Refer to "Customizing your handheld's options" on page 207 for more information on selecting notification profiles and setting the Auto On/Off feature.

Tips for using your handheld

- Press the first letter of an item in an options list or menu to move directly to that item.
- Press **SPACE** twice to insert a period when you are typing text (the letter following the period is capitalized automatically).
- Type the first letters of the name, or the initials separated by a space, to find a specific contact on the To or Find screens.
- Press and hold a letter to capitalize it (you must have **Key Rate** enabled).
- Press **ESC** to exit any menu, dialog box, or screen and to return to the active application. On the main screen of any application, press **ESC** to return to the Home screen.
- While you are connected to a phone call, press **ESC** to end the call.

Chapter 2
Sending and reading email and PIN messages

This section provides information on the following topics:

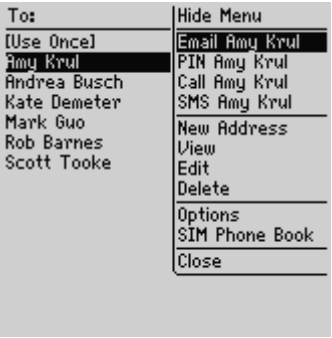
- Sending email messages
- Sending PIN messages
- Setting message options
- Inserting symbols
- Using AutoText
- Automatic formatting
- Using cut, copy, and paste
- Using the Find feature
- Adding attachments to messages
- Sending messages to several contacts at one time
- Sending to one-time recipients
- Sending messages using links
- Customizing the auto signature
- Receiving delivery confirmation
- Reading email or PIN messages
- Receiving long email messages
- Managing attachments
- Tips for sending and reading email and PIN messages

Sending email messages

After you activate your handheld, you can send and receive email messages.

To send an email message

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact for which you have saved an email address and click the trackwheel to view the menu. Click **Email**.



To screen menu - Email item

Note: If you are sending an email message to a contact with multiple email addresses, you are prompted to select which address to use.

3. In the **Subject** field, type a subject and press **ENTER**. Type your message.
4. After your message is complete, click the trackwheel to view the menu. Click **Send**. You return to the Messages screen.

If you are in an area of wireless coverage sufficient that is for sending email messages, a check mark appears beside the message within a short period of time. This icon indicates that your message was transmitted successfully. You can send email messages if **GPRS** and one or more bars appear with the wireless coverage indicator in the handheld status section of the screen.

If you are not in an area of sufficient wireless coverage, you do not need to cancel sending your email message. Your handheld automatically sends the message when you return to an area with sufficient wireless coverage.

Refer to "Message status icons" on page 45 for more information on the icons that appear on the Messages screen.

To send an email message from a specific service book

If you are using your handheld with multiple service books, you can select the account from which you want to send messages.

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact and click the trackwheel to view the menu. Click **Email**.
3. In the **Subject** field, type a subject and press **ENTER**. Type your message.
4. After your message is complete, click the trackwheel to view the menu.
5. To send your message from your enterprise email account, click **Send from Desktop**.

   To send your message from your new or ISP email account, click **Send from Web Client**.

Composing message menu - Send from Desktop item

You return to the Messages screen. The message is sent from the account that you select. Your default service appears as the first item on the menu.

Note: If you are replying to or forwarding a message, you cannot select the service book from which you want to send the message. The reply or forwarded message must be sent through the same service book as the original message.

You can set your default service book on the Message Services screen. On the Home screen, click the **Options** icon. The Options screen appears. Click **Message Services**. Refer to "Message Services" on page 222 for more information.

Sending PIN messages

A personal identification number (PIN) is a number that is used to identify each handheld on the network. If you know the PIN of another person's handheld, you can add it to your Address Book and use it to send a PIN message directly to that person.

Note: PIN messages are not routed through your existing email system. They do not appear in your desktop email program.

Check the Status screen of the Options application to locate the PIN for your handheld.

To send a PIN message

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact for which you have saved a PIN and click the trackwheel to view the menu. Click **PIN**.

To screen menu - PIN item

3. In the **Subject** field, type a subject and press **ENTER**. Type your message.

4. After your message is complete, click the trackwheel to view the menu. Click **Send**. You return to the Messages screen.

If you are in an area of wireless coverage that is sufficient for sending PIN messages, a check mark appears beside the message within a short period of time. This icon indicates that your message was transmitted successfully. You can send PIN messages if **GPRS** and one or more bars appear with the wireless coverage indicator in the handheld status section of the screen. A **D** appears with the check mark when the message is delivered to your contact's handheld.

If you are not in an area of sufficient wireless coverage, you do not need to cancel sending your PIN message. Your handheld automatically sends the message when you return to an area with sufficient wireless coverage.

Message status icons

These icons appear on the screen to indicate the status of pending, sent, and received email and PIN messages.

Icon	Description
	message is being sent
	message pending (will be sent later)
	message has been sent to the network
	PIN message has been delivered to the recipient's handheld
	composed email or PIN message has been saved (not sent)
	unread message transmission error
	message returned, message transmission error
	new, unread message has been received

Icon	Description
	message has been opened
	email message has been filed (You can only file email messages if you have integrated your handheld with an enterprise email account.)
	importance level of email message is high

Setting message options

You can change the settings for all email or PIN messages or only for the one that you are currently composing.

To set message options

You can customize the following message options for all email and PIN messages.

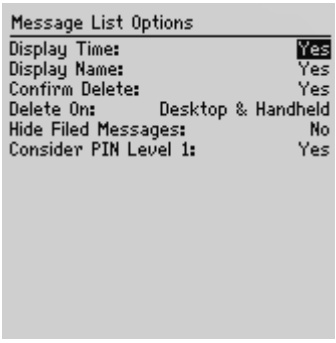
- **Display Time:** Select whether you want to show on the Messages screen the time that the message was sent or received. By default, this option is set to **Yes**.
- **Display Name:** Select whether you want to show on the Messages screen the name of the sender or the recipient. By default, this option is set to **Yes**.
- **Confirm Delete:** Select whether you want to be prompted before messages are deleted permanently. By default, this option is set to **Yes.**
- **Consider PIN Level 1:** Select whether you want PIN messages to be considered high priority. By default, this option is set to **Yes**.

Integration with enterprise email account

If you have integrated your desktop software with an enterprise email account, you can also set the **Delete On** and **Hide Filed Messages** fields. In the **Delete On** field, select whether you want email messages deleted from your handheld only or deleted from both your handheld and the desktop upon email reconciliation. In the **Hide Filed Messages** field, select whether you want to show filed email messages on the Messages screen.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.

2. Click the trackwheel to view the menu, and then click **Options**. The Message List Options screen appears.
3. In the field that you want to set, press **SPACE** to scroll through your options. Release **SPACE** when you set the option to your preference.



Message List Options screen - setting options

4. After you edit the fields, click the trackwheel to view the menu, and then click **Save**.

You return to the Messages screen.

Tip: You can also change the message options on the Saved Messages screen.

To set current message options

Changes that you make to the current message options are not applied to other messages. Refer to "To set message options" on page 46 for more information on customizing options for all email and PIN messages.

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact and click the trackwheel to view the menu. Click a send method (email or PIN). For this example, click **Email**.
3. Click the trackwheel to view the menu. Click **Options**. The Current Message Options screen appears.
4. In the **Importance** field, press **SPACE** to change the importance level of the message that you are composing. Select from **Low, Normal,** or **High**.

Current Message Options screen - setting options

5. Click the trackwheel to view the menu, and then click **Save**.

Note: If you send a message with high importance, an exclamation mark appears beside the message on the Messages screen.

Inserting symbols

You can insert symbols into your messages from your handheld symbols library.

To insert symbols

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact and click the trackwheel to view the menu. Click a send method (either email or PIN). For this example, click **Email**.
3. While composing your message, press **SYM**. A dialog box appears displaying the symbols that are available.

Composing a message - inserting symbols

4. Select the symbol that you want to use, and then click the trackwheel to insert it in your message. (You can also press the associated letter that appears under the symbol.)

The symbol is inserted in the message.

Tip: You can also insert symbols on the New Address, Edit Address, Search Messages, and New AutoText screens by pressing **SYM**.

To insert bullet characters into your messages, press **SYM**. In the dialog box that appears, press **B**.

To insert special characters

You can also insert characters with accents, equation symbols, and other marks into your messages.

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact and click the trackwheel to view the menu. Click a send method (either email or PIN). For this example, click **Email**.
3. While you are composing a message, hold a letter and roll the trackwheel to scroll through the accents, symbols, or marks associated with that character. When the desired character appears, release the letter key.

Formatting your messages

Your handheld has automatic formatting capabilities that can reduce your typing time. It also has an AutoText feature that automatically replaces certain text that you type with preprogrammed text.

Automatic capitalization

When you compose a message, you do not have to press **SHIFT** to capitalize letters; your handheld has two methods of capitalizing letters.

- When you type, the first letter that you type is capitalized automatically and every letter that follows a period is also capitalized. Your handheld recognizes the beginning of a new sentence and capitalizes the letter for you.
- If you want to capitalize any other letter, press and hold that letter until it is capitalized. For this feature to work, you must set the **Key Rate** option on the Screen/Keyboard screen of the Options application to either **Slow** or **Fast**.

Automatic punctuation

You can insert a period automatically at the end of a sentence or word by pressing **SPACE** twice. The next letter that you type is capitalized.

To insert a lowercase letter after a period, press **BACKSPACE** and type the letter again. The letter appears in lowercase.

Email and number fields

You can type an email address in an **Email** field without pressing **ALT**. When you type an email address, instead of pressing **ALT + L** to insert the at sign (@), press **SPACE**. When you press **SPACE** again, a period is inserted.

You can type numbers in the **Work**, **Home**, **Mobile**, **Fax, PIN**, and **Pager** fields without pressing **ALT**.

To type a number in any of these fields, press the associated character key. For example, to display the number **4**, press **S**. You can do this for all numbers, for parentheses, and for the **-**, **+**, **x,** * and **.** characters.

Note: You can only type numbers and hexadecimal characters in the **PIN** field.

Number lock

You can activate number-lock (NUM-lock) mode to type numbers without pressing **alt**. Press **LEFT SHIFT + ALT**. NUM-lock mode is activated and you can type numbers on any screen. Press **ALT** again to turn off NUM-lock mode.

Using AutoText

Your handheld's AutoText feature automatically replaces certain text that you type with preprogrammed text. By configuring the default AutoText entries and adding new ones to meet your specific needs, you can use AutoText to automatically perform the following actions:

- compose frequently used phrases or messages with a few keystrokes
- correct commonly misspelled words
- replace abbreviations and acronyms with complete words
- insert phrases in a message by typing only one keyword
- insert punctuation and symbols in your message without using **ALT** or the symbols library

Note: Several shortcuts are built into the AutoText feature for inserting macros in messages. Refer to "To add a new AutoText entry using a macro" on page 53 for more information.

How AutoText works

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. While you are composing your message, type the text **hte**. The text **hte** is a default AutoText entry that tells your handheld to automatically replace that text with the correctly spelled word **the**.

Composing a message - incorrect spelling

3. When you press **SPACE**, the correctly spelled word replaces the error.

Composing a message - AutoText-corrected spelling

To add a new AutoText entry

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **AutoText**. The AutoText screen appears with a list of default AutoText entries.
3. Click the trackwheel to view the menu, and then click **New**. The AutoText: New screen appears.
4. In the **Replace** field, type a keyword. Scroll to the **With** field and type the replacement text.
5. In the **Using** field, press **SPACE** to select either **SmartCase** or **Specified Case**.

Note: If you select **SmartCase**, the capitalization of the AutoText entry changes depending on the context of the sentence in which it is used. For example, if the word appears at the beginning of a sentence, it is capitalized automatically.

If you select **Specified Case**, the capitalization of the AutoText entry appears exactly as you have typed it in the **Replace** field.

6. The list of AutoText entries changes depending on the locale that you select for your handheld. When you add new entries, you can set whether you want them to be available in all locales or in a specific locale only. In the **Locale** field, press **SPACE** to select the locale in which you want your new AutoText entry to be available. The default is your handheld's default locale.

Note: The locale that you set on this screen sets the locale in which your AutoText entry is available. It does not change the locale for your handheld. You can change your default locale in the Options application on the Localization screen. Refer to "Localization" on page 222 for more information.

7. After you set the fields, click the trackwheel to view the menu, and then click **Save**.

AutoText: New screen menu - Save item

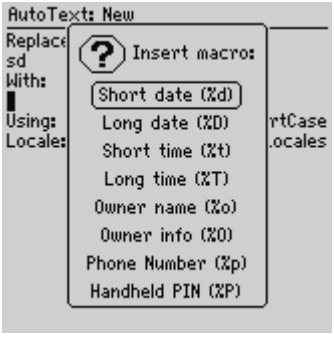
The new AutoText entry appears in the AutoText entries list, in alphabetical order. When you use this AutoText entry in a message and press **SPACE**, the corresponding text is inserted into your message.

To add a new AutoText entry using a macro

You can use AutoText macros to quickly type variable items such as the current date and time, your handheld phone number and PIN, and owner information.

1. On the Home screen, click the **Options** icon. The Options screen appears.

2. Click **AutoText**. The AutoText screen appears with a list of default AutoText entries.
3. Click the trackwheel to view the menu, and then click **New**. The AutoText: New screen appears.
4. In the **Replace** field, type a keyword. For this example, type a short form for the date.
5. In the **With** field, click the trackwheel to view the menu, and then click **Insert Macro**. The Insert Macro dialog box appears.
6. Select one of the following macros: **Short date**, **Long date**, **Short time**, **Long time**, **Owner name**, **Owner info**, **Phone Number**, **Handheld PIN**, **Backspace**, **Delete**, and **%**. For this example, click **Short Date**.



Adding an AutoText entry - Inserting a macro

7. In the **Using** field, press **SPACE** to select either **SmartCase** or **Specified Case**.
8. In the **Locale** field, press **SPACE** to set the locale in which you want this AutoText entry to be available.
9. After you set the fields, click the trackwheel to view the menu, and then click **Save**.

You can test your new entry by typing the keyword while composing a message. The value for the macro is inserted in your message.

To perform an AutoText search

Instead of scrolling through your list of AutoText entries, you can perform a search to find an entry quickly.

1. On the Home screen, click the **Options** icon. The Options screen appears.

2. Click **AutoText**. The AutoText screen appears with a list of default AutoText entries.
3. Type the first letter, or first few letters, of the entry that you want to find. For this example, type the letter **t**. The screen displays the word **Find**, followed by the letter **t**.
4. The AutoText list displays the entries beginning with the letter **t**. Select the desired entry or type additional letters to further specify entries. Click the trackwheel to edit or delete the entry.

To edit an AutoText entry

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **AutoText**. The AutoText screen appears with your list of AutoText entries. Select the entry that you want to edit.
3. Click the trackwheel to view the menu, and then click **Edit**. The AutoText: Edit screen appears.
4. Press **ALT** and roll the trackwheel to scroll horizontally while you edit the text in the **Replace** and **With** fields.
5. To edit the **Using** and **Locale** fields, press **SPACE** to change options. Release **SPACE** when the field is set to your preference.
6. After you edit the AutoText entry, click the trackwheel to view the menu, and then click **Save**.

You return to the AutoText screen, and you can view your changes.

Tip: To edit AutoText entries when you are composing a message, click the trackwheel to view the menu, and click **Edit AutoText**.

You can also edit AutoText entries in the Backup and Restore tool of the desktop software. Refer to the *Backup and Restore Online Help* for more information.

To delete an AutoText entry

If you do not want to keep an AutoText entry (either a default entry or an entry that you have added), you can delete it.

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **AutoText**. The AutoText screen appears with a list of default AutoText entries. Select the entry that you want to delete.

3. Click the trackwheel to view the menu, and then click **Delete**. A dialog box appears confirming that you want to delete the entry. Click **Delete**.

You return to the AutoText screen and the entry is no longer listed.

Using cut, copy, and paste

You can cut, copy, and paste text in email, PIN, and SMS messages, Address Book entries, phone call notes, memos, appointments, notification profiles, web pages, and tasks. You can also copy text from one application and paste it into another. For example, you can copy the text from a memo and paste it into a message.

To cut and copy text in a message

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. While you are composing a message, place your cursor beside the text that you want to cut or copy.
3. Hold **ALT** and click the trackwheel to enter selection mode. Roll the trackwheel to select the lines of text that you want to cut or copy.

Tip: To select one character at a time, hold **ALT** or **SHIFT** while you roll the trackwheel.

4. Click the trackwheel to view the menu, and then click **Cut** or **Copy**.

To paste text into a message

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. While you are composing a message, place your cursor where you want to paste the text.
3. Click the trackwheel to view the menu, and then click **Paste**.

Tip: To replace or delete existing text, hold **ALT** and click the trackwheel to enter selection mode. Roll the trackwheel to select the text, and then start typing. The text that you type replaces the characters that you have selected.

Using the Find feature

Your handheld's Find feature locates specific words and numbers within sent and received messages. You can use this feature in the Messages, Saved Messages, and Search Messages applications.

The Find feature differs from the Search Messages application because the Search Messages application allows you to specify search terms to locate specific messages and phone call logs. The Find feature locates specific words and numbers in the open message you are currently viewing.

To use the Find feature in a sent or received message

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a sent or received email or PIN message and click the trackwheel to view the menu. Click **Open**.
3. Scroll to the top of the message. Click the trackwheel to view the menu and then click **Find**. The Search for dialog box appears.

Tip: Your handheld's Find feature only locates a word or number that appears at or following your cursor. To search the entire message, place your cursor at the top of the message.

Received email message menu - Find item

4. Type a word or number that you want to locate within the message and click the trackwheel. The cursor moves to the first occurrence of the word or number that you specify.
5. After you locate a specific word or number, you can search for that word or number again. Click the trackwheel to view the menu, and then click **Find Next**.

Received email message menu - Find Next item

The next occurrence of the word or number that you typed is selected.

Note: If the word or number is not found, the Not found dialog box appears.

Adding attachments to messages

You can send another handheld an Address Book entry as an attachment to your email or PIN message.

To attach Address Book entries

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select an existing contact (or add a new one if necessary) and click the trackwheel to view the menu. Click a send method (either email or PIN). For this example, click **Email**.

3. After you compose your message, click the trackwheel to view the menu, and then click **Attach Address**. The Attach screen appears, listing all of your contacts.
4. Select a contact and click the trackwheel to view the menu. Click **Continue**.
5. You return to your message and the Address Book entry for the contact that you selected is added to your message. Click the trackwheel to view the menu, and then click **Send**.

Composing a message - Address Book attachment

Refer to "Adding addresses" on page 115 for information on how to add a new Address Book entry.

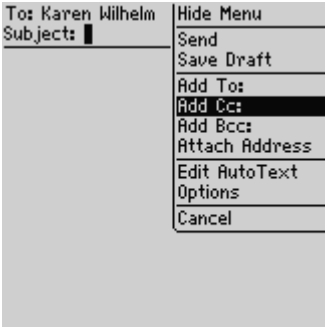
Sending messages to several contacts at one time

You can send a message to more than one recipient and choose whether the recipients are addressed directly (To), carbon copied (CCed), or blind carbon copied (BCCed).

To send a message to several contacts at one time

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select an existing contact (or add a new one if necessary) and click the trackwheel to view the menu. Click a send method (either email or PIN). For this example, click **Email**.

3. While you are composing the message, click the trackwheel to view the menu. Click either **Add To**, **Add Cc**, or **Add Bcc**. For this example, click **Add Cc**. The Select Address screen appears, listing your contacts.



To screen menu - Add Cc item

4. Select a name and click the trackwheel to view the menu. Click **Email**. Continue to add names until all desired recipients are added to the message.

Tip: You can also type the first letters of your contact's name to perform a search and then select the name.

5. In the **Subject** field, type a subject and press **ENTER**. Type your message.
6. After you compose your message, click the trackwheel to view the menu, and then click **Send**.

Your message is sent, addressed as you have specified.

Note: By default, the send method that was selected for the first recipient is used for all recipients.

If you are sending a message to more than one PIN, the check mark changes to a **D** when the message has been delivered to all the recipients' handhelds.

Sending to one-time recipients

You can send a message without adding the recipient to your Address Book, by selecting the **[Use Once]** option.

Note: By following this procedure, the recipient's address information is NOT added to your Address Book.

To send a message to a one-time recipient

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select **[Use Once]** and click the trackwheel to view the menu. Click a send method (either email or PIN). For this example, click **Email**. The One Time Email screen appears.

To screen menu - Email item

3. Type your contact's email address. Click the trackwheel to view the menu and click **Continue**.
4. Type a subject in the **Subject** field and press **ENTER**. Type your message.
5. After you compose your message, click the trackwheel to view the menu, and then click **Send**.

You return to the Messages screen, and you can view the status of your sent message.

Sending messages using links

Your handheld recognizes email addresses and PINs in the body of messages and converts them into links. You can select an underlined link and use it to send a message.

To send messages using links

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a received message that contains a link. Click the trackwheel to view the menu, and then click **Open**.
3. Select the email address link or PIN link to which you want to send a message. For this example, select an email address link. Click the trackwheel to view the menu. Click a send method (either email or PIN). For this example, click **Email**.
4. Type a subject in the **Subject** field and press **ENTER**. Type your message.
5. After you compose your message, click the trackwheel to view the menu, and then click **Send**.

You return to the Messages screen, and you can view the status of your sent message.

Note: Links can also appear in the other handheld applications. You can send messages from any of those applications by following the procedure described above.

Customizing the auto signature

You can specify an auto signature that is appended to all email messages that you send from your handheld.

Integration with enterprise email account

If you have integrated your desktop software with an enterprise email account, you can customize your auto signature in the desktop software's Redirector Settings tool on the **General** tab. Refer to the following procedure for information on customizing your auto signature.

Integration with new or ISP email account

If you have integrated your desktop software with a new or ISP email account, you can customize your auto signature in the BlackBerry Web Client. Refer to the *BlackBerry Web Client Online Help* for more information.

To customize the auto signature

1. In the BlackBerry Desktop Manager, double-click the **Redirector Settings** icon. The Redirector Settings window appears.
2. On the **General** tab, in the **Auto signature** section, click in the text box. Edit this text to customize your auto signature.
3. Click **OK** to return to the BlackBerry Desktop Manager.

Note: The auto signature is only appended to email messages; it is not appended to PIN messages.

The auto signature does not appear while you are composing an email message on your handheld; it is appended to your message when you send it.

To disable the auto signature, delete all text in the auto signature text box.

Receiving delivery confirmation

You can receive confirmation that an email message has been delivered to another person's handheld.

Integration with enterprise email account

You can only receive delivery confirmation of your email messages if you have integrated your desktop software with an enterprise email account.

To receive delivery confirmation

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select the recipient of your message and click the trackwheel to view the menu. Click **Email**.
3. In the **Subject** field, type **<confirm>**, followed by your subject line. Press **SYM** to open the Symbols dialog box to insert the angle brackets.

Composing a message - specifying delivery confirmation

4. Type your message. Click the trackwheel to view the menu, and then click **Send**.

After the message has been delivered to the recipient's handheld, you receive a new message indicating that your sent message has arrived.

Reading email or PIN messages

When you receive a new message, you receive visual notification in the handheld status section of the screen, and any other notification, depending on how you have configured your handheld's notification profiles.

To read a message

1. On the Home screen, click the **Messages** icon. The Messages screen appears. Messages are listed in chronological order, grouped by date.
2. Select a received email or PIN message and click the trackwheel to view the menu. Click **Open**.

Received email message actions

After you read the email or PIN message, click the trackwheel to view the menu, and then click one of the following menu items:

Mark Unopened: This action marks the current email or PIN message as unopened. When you return to the Messages screen, the unopened icon is displayed. Refer to "Marking messages as unopened" on page 105 for more information.

File Message: This action files the current email message in a folder that you specify. If you reconcile your email messages between your handheld and your desktop, email messages that are filed on your handheld are moved to the corresponding desktop folder. Refer to "Filing email messages" on page 90 for more information.

Integration with enterprise email account

You can only file messages if you have integrated your desktop software with an enterprise email account.

Save Message: This action saves the open email or PIN message. Messages that are saved on your handheld are copied to the Saved Messages screen. Refer to "Saving messages" on page 99 for more information.

Reply: This action sends a reply to the sender of the open email or PIN message and includes the text of the original message as part of the reply. All of the original message is sent, even if it was truncated on your handheld.

Forward: This action forwards the open email or PIN message to the contact(s) that you specify. If an attachment is included with the message, it is also forwarded. The original text of the message is forwarded, along with any additional text that you type.

Reply to All: This action sends a reply to all recipients of the message and includes the text of the original message as part of the reply.

Note: If you click the **Reply** or **Reply to All** menu items, but you do not want to include the original text in your message, you can delete it. While you are composing your reply, click the trackwheel to view the menu and then click **Delete Original Text**.

Delete: This action deletes the open email or PIN message. Refer to "Deleting messages and phone call logs" on page 107 for more information.

More: This action requests the remaining portions of a long email message from your desktop email program. This action is only available if the email message text is greater than 2 KB.

Email: This option sends an email message to the sender or a recipient of the open email or PIN message. This option is only available when your cursor is in the **From** or **To** field of the open message and an email address is saved in your Address Book for this contact.

PIN: This option sends a PIN message to the sender or a recipient of the open email or PIN message. This option is only available when your cursor is in the **From** or **To** field of the open message and a PIN is saved in your Address Book for this contact.

Call: This option places a phone call to the sender or a recipient of the open email message. This option is only available when your cursor is in the **From** or **To** field of the open message and a phone number is saved in your Address Book for this contact.

SMS: This option sends an SMS message to the sender or a recipient of the open email or PIN message. This option is only available when your cursor is in the **From** or **To** field of the open message and a phone number is saved in your Address Book for this contact.

Show Address: This action shows the full SMTP email address or PIN of the recipient or sender. This option is only available when your cursor is in the **From** or **To** field of the open email or PIN message with a person's name or PIN showing as it appears in an Address Book entry.

Show Name: This action shows the first and last name of the sender or the recipient. This option is only available if your cursor is in the **From** or **To** field of the open email or PIN message with the full SMTP email address or PIN for the contact showing and if the contact is included in your Address Book.

Add to Address Book: This action adds the contact information for the sender of the email or PIN message to your Address Book. This option is only available if the contact is not saved in your Address Book.

Previous Item: This action closes the current item and opens the previous item (if a previous item exists).

Next Item: This action closes the current item and opens the next item (if a next item exists).

Next Unopened Item: This action closes the current item and opens the next unopened item (if an unopened item exists).

Integration with enterprise email account

If you reply to an email message using your handheld, the corresponding message in your desktop email program is marked as opened and replied to. If you forward a message, the corresponding message is marked as opened and forwarded.

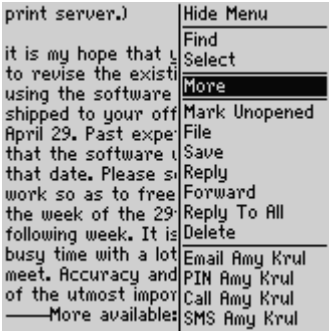
Receiving long email messages

Occasionally, an email message that you receive might be larger than the size that the network can transmit to your handheld at one time. In this case, the maximum amount of data is sent to your handheld and the rest remains at your desktop. You can receive the rest of the message in 2-KB sections.

Note: If you receive a PIN message that is larger than the size that the network can transmit to your handheld, the message **Original Message Truncated** appears at the end of the message. You cannot receive more of the PIN message.

To request more of a message

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open an email message. If the message is longer than the network allows, the message **More available** appears at the end of the message, followed by the remaining number of bytes to be sent. Click the trackwheel to view the menu and then click **More**.



Open email message menu - More item

3. If you select **More**, and you are in an area of sufficient wireless coverage for receiving email messages, the next section of the message is sent to you. It appears at the end of the existing message. Repeat this procedure until the entire message has arrived at your handheld.

Tip: You can also return to the Messages screen while you are waiting for the rest of the message. You are notified when your handheld receives the next part of the message and the message is marked as unopened on the Messages screen. Select the message and open it by pressing **ENTER**. Press **G** to resume reading the message where you last left off.

Managing attachments

You might receive an email or PIN message on your handheld that contains an attachment. You can view Address Book attachments that are sent from other handhelds, and then add them to your Address Book. Refer to "To add addresses from received messages and phone call logs" on page 116 for more information.

You cannot view any file attachments on your handheld, but you can forward the message that contains the file attachment to someone who can open it on a computer.

Integration with enterprise email account

If you have integrated your desktop software with an enterprise email account and have enabled wireless calendar synchronization, you can create and receive meeting requests from your handheld. For meetings that you organize, email messages are sent with a meeting request attachment. For meeting requests that you receive, email messages include a meeting response attachment. You can view these attachments on your handheld.

To manage Address Book attachments

If you have received an email or PIN message on your handheld that has an Address Book attachment, you can view the attachment and add it to your handheld Address Book.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open a received message and read it. The number of Address Book attachments appears at the top of the message. Scroll to the end of the message; the name of the Address Book attachment appears beside a book icon.

Open email message with Address Book attachment

3. With your cursor in the name of the Address Book attachment, click the trackwheel to view the menu, and then click **View Attachment**. A virtual business card appears listing contact information.
4. Click the trackwheel to view the menu. If the contact is already in your Address Book but you want to update the information, click **Update Address**. If the contact is not in your Address Book, click **Add to Address Book**.
5. The attachment is added to your Address Book and you return to the open attachment. Click the trackwheel to view the menu, and then click **Close**.

You return to the open message. Refer to "Adding addresses" on page 115 for more information on adding addresses to your Address Book.

To forward file attachments

If you receive an email message on your handheld that has a file attached to it, you can forward the message.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open a received email message that has a file attached to it. The number of attached files appears at the top of the message and the name and size of the attachment appear at the end of the message.

Received email message with file attachment

3. Click the trackwheel to view the menu, and then click **Forward**. The Select Address screen appears.
4. Select a recipient and click the trackwheel to view the menu, and then click **Email**. Type any additional text that you want to add to the message. Your message includes the file attachment.
5. Click the trackwheel to view the menu. Click **Send**.

You return to the Messages screen, and you can view the status of the sent email message.

To manage meeting request and meeting response attachments

If you send or respond to a meeting request from your handheld, you can view the associated attachment.

Integration with enterprise email account

You receive meeting request and meeting response attachments if you create or receive meeting requests on your handheld. You must integrate your desktop software with an enterprise email account and enable wireless calendar synchronization to create or receive meeting requests. Refer to "Enabling wireless calendar synchronization" on page 193 for more information.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open a meeting request or meeting response email message. Scroll to the end of the message and select the **Meeting Request** or **Meeting Response**

attachment. Click the trackwheel to view the menu, and then click **Open Attachment**.

The details of the meeting are displayed.

Tips for sending and reading email and PIN messages

Composing messages

- Press **C** to compose a new message on the Home screen or in the Messages or Saved Messages applications.
- Press **ALT** and roll trackwheel to scroll horizontally in any application in which you can type or view text.
- Press **SPACE** to insert the at sign (@) and period characters in an **Email** field.
- Press **SPACE** twice to insert a period when you are typing text (the letter that follows the period is capitalized automatically).
- Type the first letters of the name, or the initials separated by a space, to find a specific contact on the To screen.
- Hold a letter to capitalize it (you must have **Key Rate** enabled).
- When you are typing text or composing a message, hold a letter and roll the trackwheel to scroll through the accents, symbols, or marks that are associated with that character. When the desired character appears, release the letter.
- When you are composing a message, press **br + SPACE** to type an opening parenthesis. Press **rb + SPACE** to type a closing parenthesis.
- When you are composing a message, press **ld + SPACE** to type the current date. Press **lt + SPACE** to type the current time.
- Press **ALT + RIGHT SHIFT** to turn on CAP-lock mode. Press **SHIFT** again to turn it off.
- Press **LEFT SHIFT + ALT** to turn on NUM-lock mode. Press **ALT** again to turn it off.

Using cut, copy, and paste

- Press **ALT** and click the trackwheel to enter selection mode.
- Hold **SHIFT** and roll the trackwheel to select the next character. Roll the trackwheel to select the line of text.
- In selection mode, press **ALT** and click the trackwheel to copy the selected text or character.
- In selection mode, press **BACKSPACE** to delete the selected text or character.
- Press **ESC** to exit selection mode.
- Press **SHIFT** and click the trackwheel to paste the selection.

Reading messages

- To open messages quickly, on the Messages screen, press **ENTER** or double-click the trackwheel.
- Hold **ALT** and roll the trackwheel to move up or down a page in the Messages application.
- Press **ENTER** to move down a page in an open message. Press **ALT + ENTER** to move up a page.
- Press **T** to go to the top of a list or received message.
- Press **B** to go to the bottom of a list or received message.
- Press **SPACE** in the body of a received message or on the Messages screen to move down a page. Press **SHIFT + SPACE** to move up a page.
- If you closed a message before you finished reading it, open the message and press **G** to return to the last cursor position in that message.
- Press **N** to go to the next date on the Messages screen.
- Press **P** to go to the previous date on the Messages screen.
- Press **U** to go to the next unread item on the Messages screen.
- Press **R** in an open message or on the Messages screen to reply to the sender.
- Press **L** in an open message or on the Messages screen to reply to all recipients.
- Press **F** in an open message or on the Messages screen to forward the message. The original text is included.

Chapter 3
Sending and reading SMS messages

This section provides information on the following topics:

- Sending an SMS message
- Setting SMS options
- Using AutoText in SMS messages
- Sending to one-time recipients
- Sending messages using links
- Reading SMS messages
- Removing the history from SMS messages
- Tips for sending and reading SMS messages

You can send and receive SMS messages of up to 160 characters to SMS-compatible numbers. An SMS-compatible number is a phone number (**Work**, **Home**, **Mobile**, or **Pager**) that has SMS capabilities.

You can locate your handheld's SMS-compatible phone number on the Subscriber Identity Module (SIM) card screen. If a phone number does not appear on this screen, contact your service provider or network operator.

Note: When you type an SMS-compatible number for your contact, include the country code and the area code. If you have set your smart dialing options in the Phone application, you do not need to type the country code and area code. Refer to "Setting smart dialing options" on page 148 for more information.

Note: Depending on your network operator or service provider's plan, sending an SMS message to a wireless device that is registered on a different wireless network may not function as expected. Contact your service provider or network operator for more information on sending SMS messages between wireless networks.

Sending an SMS message

After you activate your handheld, and if you are in an area of sufficient wireless coverage, you can send and receive SMS messages.

To send an SMS message

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact for whom you have an SMS-compatible number saved in your Address Book. Click the trackwheel to view the menu, and then click **SMS**.

To screen menu - SMS item

Note: If the Address Book entry for your recipient contains multiple phone numbers, you are prompted to select the one to which the SMS message should be sent. Click the number that you want to use.

3. Type your message. As you type, the number of characters that you have typed appears in the upper right corner of the screen. SMS messages are limited to 160 characters.

Tip: If you type more characters than the message can accommodate, a **Field Full** message appears. Press **BACKSPACE** to delete some of the characters.

4. After you compose your message, click the trackwheel to view the menu, and then click **Send**.

You return to the Messages screen. If you are in an area of wireless coverage that is sufficient for sending SMS messages, a check mark appears beside the message within a short period of time. This icon indicates that your message was transmitted successfully. You can send SMS messages if **GSM**, **gprs**, or **GPRS** and one or more bars appear with the wireless coverage indicator in the handheld status section of the screen.

Note: In the Options application, on the SMS screen, if you set the **Delivery Reports** field to **On**, a **D** appears with the check mark icon when the message is delivered to your contact. Refer to "SMS" on page 226 for more information.

You can use your handheld's cut, copy, and paste feature when you type SMS messages. Refer to "Using cut, copy, and paste" on page 56 for more information.

Message status icons

These icons appear on the screen to indicate the status of pending, sent, and received SMS messages.

Icon	Description
	message is being sent
	message pending (will be sent later)
	message has been sent to the network
	SMS message has been delivered successfully; this icon only appears when you have enabled **Delivery Reports** on the SMS screen
	unread message transmission error
	message returned, message transmission error
	new, unread message has been received
	message has been opened

Setting SMS options

You can customize message options for your SMS messages. Refer to "SMS" on page 226 for more information.

Using AutoText in SMS messages

Your handheld's AutoText feature automatically replaces certain text that you type with preprogrammed text. By configuring the default AutoText entries and adding new ones to meet your specific needs, you can use AutoText to automatically perform the following actions:

- compose frequently used phrases or messages with a few keystrokes

- correct commonly misspelled words
- replace abbreviations and acronyms with complete words
- insert phrases in a message by typing only one keyword
- insert punctuation and symbols in your message without using **ALT** or the symbols library

To add a new AutoText entry

You can customize the AutoText database by adding your own entries. For example, if you frequently ask friends to join you for lunch at noon at a local restaurant, you can create an AutoText entry that replaces a few keystrokes with the message "Join me for lunch at Joe's at noon?"

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **AutoText**. The AutoText screen appears with a list of default entries. Click the trackwheel to view the menu, and then click **New**. The AutoText: New screen appears.
3. In the **Replace** field, type a short form for the message that you use frequently. For this example, type the text **jnoon**.
4. In the **With** field, type the replacement text. For this example, type the text **Join me for lunch at Joe's at noon?**
5. In the **Using** field, press **SPACE** to select either **SmartCase** or **Specified Case**.

Note: If you select **SmartCase**, the capitalization of the AutoText entry changes depending on the context of the sentence in which it is used. For example, if the word appears at the beginning of a sentence, it is capitalized automatically.

If you select **Specified Case**, the capitalization of the AutoText entry appears exactly as you have typed it in the **Replace** field.

6. The list of AutoText entries changes depending on the locale that you select for your handheld. When you add new entries, you can set whether you want them to be available in all locales or in a specific locale only. In the **Locale** field, press **SPACE** to select the locale in which you want your new AutoText entry to be available. The default is your handheld's default locale.

Note: The locale that you set on this screen sets the locale in which your AutoText entry is available. It does not change the locale for your handheld. You can change your default locale in the Options application on the Localization screen.

7. Click the trackwheel to view the menu, and then click **Save**.

AutoText: New screen menu - Save item

The new AutoText entry appears in the AutoText entries list, in alphabetical order. When you use this AutoText entry in a message and press **SPACE**, the corresponding text is inserted into your message.

Note: Any AutoText entries that you create work in email, PIN, and SMS messages. You can edit, delete, or search for AutoText entries at any time. Refer to "Using AutoText" on page 51 for more information on using AutoText.

To use your AutoText entry in an SMS message

You can use your new entry by typing the keyword letters while you are composing an SMS message.

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact (or add a new one if necessary) for whom you have an SMS-compatible number saved in the Address Book. Click the trackwheel to view the menu and then click **SMS**.

Note: If the Address Book entry for your recipient contains multiple phone numbers, you are prompted to select to which one the SMS message should be sent. Click the number that you want to use.

3. Type your message. As you type, use the AutoText keyword. For this example, type the text **jnoon** and press **SPACE**.

SMS message - AutoText keyword

4. When you press **SPACE**, the keyword is replaced with the text that you specified. For this example, **jnoon** is replaced with **Join me for lunch at Joe's at noon?**

SMS message - AutoText-replaced text

5. After you compose your message, click the trackwheel to view the menu, and then click **Send**.

You return to the Messages screen.

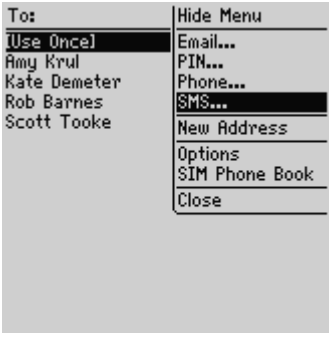
Sending to one-time recipients

You can send an SMS message without adding the recipient to your Address Book, by selecting the **[Use Once]** option.

Note: This send option is a shortcut method and the recipient's information is NOT added to your Address Book.

To send an SMS message to a one-time recipient

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select **[Use Once]** and click the trackwheel to view the menu. Click **SMS**. The One Time SMS screen appears.



To screen menu - SMS item

3. Type an SMS-compatible phone number for your contact. Click the trackwheel to view the menu, and then click **Continue**.

Note: When you type your contact's SMS-compatible number, include the country code and the area code. If you have set your smart dialing options in the Phone application, you do not need to type the country code and area code. Refer to "Setting smart dialing options" on page 148 for more information.

4. Type a message. After you compose your message, click the trackwheel to view the menu, and then click **Send**.

You return to the Messages screen, and you can view the status of your sent message.

Sending messages using links

Your handheld recognizes phone numbers in the body of messages and converts them into links. You can select an underlined link and, if the phone number is an SMS-compatible phone number, use it to send an SMS message.

To send messages using links

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a received message that contains a link. Click the trackwheel to view the menu, and then click **Open**.
3. Select the SMS-compatible phone number link to which you want to send a message. Click the trackwheel to view the menu, and then click **SMS**.
4. Type your message. After you compose your message, click the trackwheel to view the menu, and then click **Send**.

You return to the Messages screen, and you can view the status of your sent message.

Note: Links can also appear in the other handheld applications. You can send SMS messages from any of those applications by following the procedure described above.

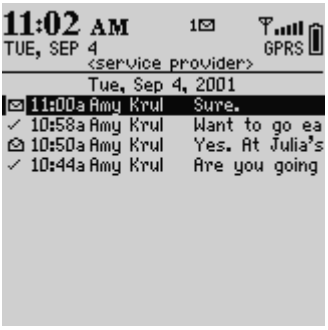
Reading SMS messages

When you receive a new SMS message, your handheld displays notification on the Home screen, and provides other notification, depending on how you have configured your handheld's notification profiles.

Note: If you receive an all-points bulletin SMS message from your service provider or network operator, the open SMS message appears on your screen. You must acknowledge the message to close it. The message does not appear on the Messages screen.

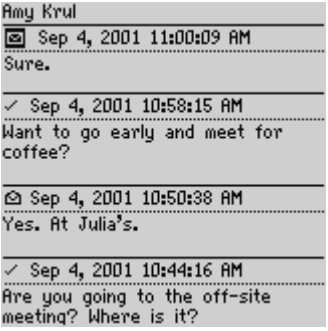
To read an SMS message

1. On the Home screen, click the **Messages** icon. The Messages screen appears. Messages are listed from most to least recent, grouped by date.


11:02 AM
TUE, SEP 4
GPRS
<service provider>
Tue, Sep 4, 2001
11:00a Amy Krul Sure.
10:58a Amy Krul Want to go ea
10:50a Amy Krul Yes. At Julia's
10:44a Amy Krul Are you going

Messages screen - SMS messages

2. Select a received SMS message and click the trackwheel to view the menu. Click **Open**.
3. The new message appears on your screen at the top of a session view. A session view shows the messages that have been sent to or received from the contact, enabling you to read your SMS message in context. If necessary, use the trackwheel to scroll to view the earlier messages.


Amy Krul
Sep 4, 2001 11:00:09 AM
Sure.
Sep 4, 2001 10:58:15 AM
Want to go early and meet for coffee?
Sep 4, 2001 10:50:38 AM
Yes. At Julia's.
Sep 4, 2001 10:44:16 AM
Are you going to the off-site meeting? Where is it?

Open SMS message

Received SMS messages options

After you read the SMS message, click the trackwheel to view the menu, and then click one of the following menu items:

Mark Unopened: This action marks the current SMS message as unopened. When you return to the Messages screen, the unopened icon is displayed. Refer to "Marking messages as unopened" on page 105 for more information.

Save Message: This option saves the open SMS message. As with email and PIN messages, SMS messages that are saved on the handheld are copied to the Saved Messages screen. Refer to "Saving messages" on page 99 for more information.

Reply: This option sends a reply to the sender of the open SMS message.

Forward: This action forwards the open SMS message to a contact that you specify.

Delete: This option deletes the open SMS message. Refer to "Deleting messages and phone call logs" on page 107 for more information on deleting messages.

Email: This option sends an email message to the sender or a recipient of the open SMS message. This option is only available when your cursor is at the top of the open SMS message and an email address is saved in your Address Book for this contact.

PIN: This option sends a PIN message to the sender or a recipient of the open SMS message. This option is only available when your cursor is at the top of the open SMS message and a PIN is saved in your Address Book for this contact.

Call: This option places a phone call to the sender or a recipient of the open SMS message. This option is only available if a phone number is saved in your Address Book for this contact.

SMS: This option sends an SMS message to the sender or a recipient of the open SMS message. This option is only available if a phone number is saved in your Address Book for this contact.

Show Address: This action shows the full SMS-compatible phone number of the recipient or sender. This option is only available when your cursor is at the top of the open SMS message with a person's name showing as it appears in an Address Book entry.

Show Name: This action shows the first and last name of the sender or the recipient. This option is only available if your cursor is at the top of the open SMS message with the full SMS-compatible phone number for the contact showing and if the contact is included in your Address Book.

Add to Address Book: This action adds the sender of the SMS message to your Address Book. This option is only available if the contact is not saved in your Address Book.

Remove History: This action removes previous SMS messages from the session view.

Previous Item: This option closes the current item and opens the previous item (if a previous item exists).

Next Item: This option closes the current item and opens the next item (if a next item exists).

Next Unopened Item: This option closes the current item and opens the next unopened item (if an unopened item exists).

Removing the history from SMS messages

You can remove previous SMS messages from the session view by removing the history. You can remove the history from your SMS messages in the Messages, Saved Messages, and Search Messages applications.

To remove SMS message history

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a sent or received SMS message and click the trackwheel to view the menu. Click **Open**.

Note: The **Remove History** menu option is only available if you select an SMS message that contains a history.

3. The message appears on your screen at the top of a session view. Scroll to the message that you want to remove from the session view and click the trackwheel to view the menu. Click **Remove History**.

Open SMS message menu - Remove History item

Note: You cannot remove the most recent SMS message from the session view.

The SMS message that you select and all prior SMS messages that you sent to or received from the contact in this thread are no longer listed in the session view. The individual messages are still listed on the Messages screen.

Tips for sending and reading SMS messages

Composing messages

- Press **C** to compose a new message on the Home screen or in the Messages or Saved Messages applications.
- Hold **ALT** and roll the trackwheel to scroll horizontally in any application in which you can type or view text.
- Press **SPACE** twice to insert a period when you are typing text (the letter that follows the period is capitalized automatically).
- Type the first letters of the name, or the initials separated by a space, to find a specific contact on the To screen.
- Hold a letter to capitalize it (you must have **Key Rate** enabled).
- When you are typing text or composing a message, hold a letter and roll the trackwheel to scroll through the accents, symbols, or marks that are associated with that character. When the desired character appears, release the letter.
- When you are composing a message, press **br + SPACE** to type an opening parenthesis. Press **rb + SPACE** to type a closing parenthesis.
- When you are composing a message, press **ld + SPACE** to type the current date. Press **lt + SPACE** to type the current time.
- Press **ALT + RIGHT SHIFT** to turn on CAP-lock mode. Press **SHIFT** again to turn it off.
- Press **LEFT SHIFT + ALT** to turn on NUM-lock mode. Press **ALT** again to turn it off.

Using cut, copy, and paste

- Press **ALT** and click the trackwheel to enter selection mode.
- Hold **SHIFT** and roll the trackwheel to select the next character. Roll the trackwheel to select the line of text.
- In selection mode, press **ALT** and click the trackwheel to copy the selected text or character.
- In selection mode, press **BACKSPACE** to delete the selected text or character.
- Press **ESC** to exit selection mode.
- Press **SHIFT** and click the trackwheel to paste the selection.

Reading messages

- To open messages quickly, on the Messages screen, press **ENTER** or double-click the trackwheel.
- Hold **ALT** and roll the trackwheel to move up or down a page on the Messages screen.
- Press **ENTER** to move down a page in an open message. Press **ALT + ENTER** to move up a page.
- Press **T** to go to the top of the message list. Press **B** to go to the bottom.

- Press **N** to go to the next date on the Messages screen.
- Press **P** to go to the previous date on the Messages screen.
- Press **U** to go to the next unread item on the Messages screen.
- Press **R** in an open SMS message or on the Messages screen to reply to the sender.
- Press **F** in an open message or on the Messages screen to forward the message.

Chapter 4
Managing messages and phone call logs

This section contains information on the following topics:

- Filing email messages
- Searching messages and phone call logs
- Saving messages
- Editing messages
- Resending messages
- Marking messages as unopened
- Marking messages as opened
- Deleting messages and phone call logs
- Managing phone calls on the Messages screen
- Tips for managing messages and phone call logs

Note: Some of the following procedures apply to email messages only.

Depending on your service provider's plan, the Phone application might not be available on your handheld. Contact your service provider or network operator for more information on available services.

Filing email messages

After you install the desktop software and reconcile your email messages, you can file email messages into folders. Refer to the *Intellisync Online Help* that is included with your package for more information on email reconciliation.

The first time that you reconcile your email messages between your handheld and your desktop, the names and structure of the folders in your desktop email program are imported to your handheld. When you file an email message on your handheld and synchronize with your desktop, the message is moved and filed as you have specified.

Note: You cannot file PIN messages.

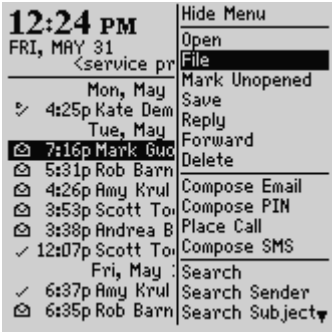
You cannot create a new folder on your handheld. If you want a new folder on your handheld, you must create it in your desktop email program, and then reconcile your email messages to transfer the new folder to your handheld.

Integration with enterprise email account

You can only file email messages if you have integrated your desktop software with an enterprise email account. Refer to the *Getting Started Guide* for more information on your integration options.

To file an email message

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select the email message that you want to file and click the trackwheel to view the menu. Click **File Message**. The Select Folder screen appears.

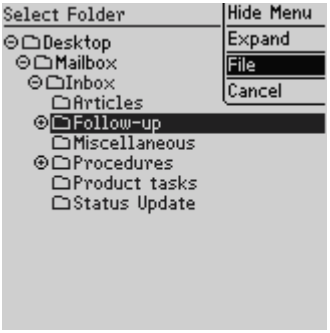


Messages screen menu - File Message item

3. Select the folder in which you want to store the message. To expand the folders that appear on the Select Folder screen, select a folder that has a plus sign (+) beside it, click the trackwheel to view the menu, and click **Expand**.

Tip: To collapse folders, select a folder with a minus sign (-) beside it, click the trackwheel to view the menu, and then click **Collapse**.

4. After you select the folder in which you want to file the message, click the trackwheel to view the menu. Click **File Message**.



Select Folder screen menu - File Message item

You return to the Messages screen.

Tip: You can also file an open message. While you are reading a message, click the trackwheel to view the menu and click **File Message**.

If you do not want to show filed messages in the Messages application, on the Message List Options screen, set the **Hide Filed Messages** option to **Yes**. To locate your filed email message, you must perform a search. Refer to "Searching in folders" on page 94 for more information.

When a message arrives at your handheld, it appears in the **Inbox** folder. If you file an email message but want to remove it from the folder in which you have filed it, file the message in the **Inbox** folder.

Searching messages and phone call logs

Use your handheld's Search Messages application to locate specific messages and phone call logs. You can specify and save the terms of several searches and use them at any time, or you can perform a one-time search. There are several default searches preprogrammed on your handheld.

Tip: You can also search for messages on the Messages and Saved Messages screens.

You do not need to complete all the fields on the Search Messages screen. The more fields that you complete, the narrower the search is.

Integration with enterprise email account

You can only search for the email messages that you have saved in folders if you have integrated your desktop software with an enterprise email account. Refer to the *Getting Started Guide* for more information on your integration options.

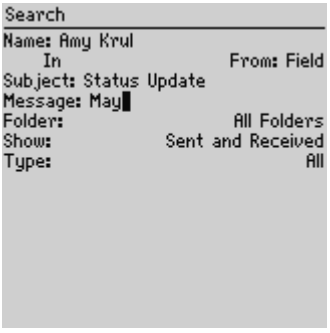
You must reconcile your email messages using your desktop software before the names and structures of the folders in your desktop email program are imported to your handheld. Refer to the *Intellisync Online Help* for more information on email reconciliation.

To perform a search

1. On the Home screen, click the **Search Messages** icon. The Search screen appears.
2. In the **Name** field, type a name, email address, PIN, or phone number.

Tip: In the Search Messages application, you can retrieve a name that is stored in your Address Book instead of typing it. With your cursor in the **Name** field, click the trackwheel to view the menu, and then click **Select Name**. On the Select Address screen, select the name for which you want to search. Click the trackwheel to view the menu and click **Continue**. You return to the Search screen and the name that you selected appears in the **Name** field.

3. In the **In** field, press **SPACE** to select the field in which the name you have typed should appear. Select from **Any Address Field**, **From: Field**, **To: Field**, **Cc: Field** (for searching email messages only), or **Bcc: Field** (for searching email messages only).
4. In the **Subject** field, type the keywords that you want to find. When you type text in this field, the Search Messages application searches for phrases that contain these characters in the subject line of email and PIN messages.
5. In the **Message** field, type the keywords that you want to find. When you type text in this field, the Search Messages application searches for phrases that contain these characters in the body of email, PIN, SMS messages, and phone call notes.



Search screen - specifying keywords

Integration with enterprise email account

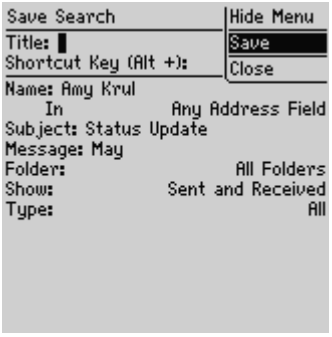
If you are searching for email messages, select the folder in which you want to search. The default is **All Folders**, but you can select a specific folder. In the **Folder** field, press **SPACE**. The Select Folder screen appears, listing the structure of your folders. Select the folder in which you want to search and click the trackwheel to view the menu. Click **Select Folder**. Refer to "Searching in folders" on page 94 for more information on navigating and searching in folders.

Select Folder screen - selecting a folder

6. In the **Show** field, press **SPACE** to select the type of items that you want to find and display. Select from **Sent and Received**, **Sent Only**, **Received Only**, or **Saved Only**.

Tip: In the **Show** field, select **Sent and Received** to display all messages and placed and received phone call logs that meet the search criteria.

7. In the **Type** field, press **SPACE** to select the type of messages that you want to find. Select from **All**, **Email**, **SMS**, and **Phone**.
8. After you set the terms of your search, click the trackwheel to view the menu.
   - To perform a one-time search without saving any of the terms that you have specified, click **Search**.
   - To save the terms of your search, click **Save**. The Save Search screen appears. In the **Title** field, type a name for this set of search terms. In the **Shortcut Key** field, type a shortcut key for this search. Click the trackwheel to view the menu, and then click **Save**.



Save Search screen menu - Save item

The results of your search are displayed on the Search Results screen. If you save your search, the name of your search appears in the handheld status section of the screen.

Note: After you save a search and specify a shortcut key, you can use **ALT + the shortcut key** to perform the search on the Messages or the Saved Messages screens.

To clear a field, click the trackwheel to view the menu, and then click **Clear Field**. If you want to clear all the fields of your search and type new search terms, click the trackwheel to view the menu, and click **New**. The fields on the Search screen are reset to the default values.

After you perform a search, you can delete messages and phone call logs from the Search Results screen. The messages and phone call logs are also deleted from the Messages screen. You are prompted to confirm that you want to delete them.

Searching in folders

The following tips can help you navigate and search your folders when you specify search terms for email messages.

- Selecting a very specific folder limits the scope of your search. If you search a low-level folder and do not find any email messages with your search terms, return to a higher-level folder and select a less-specific folder to search.
- If you select a folder for your search but want to return to searching in **All Folders**, in the **Folder** field, click the trackwheel to view the menu, and then click **All Folders**.

To recall a search

1. On the Home screen, click the **Search Messages** icon. The Search screen appears.
2. Click the trackwheel to view the menu and click **Recall**. Your saved searches are listed.
3. You can view the terms of the search. Click the trackwheel to view the menu and click **Select Search**.

The terms of your search are displayed on the Search screen.

Tip: You can quickly recall the terms of your last search. On the Search screen, click the trackwheel to view the menu and then click **Last**. The terms of the last search that you performed are displayed on the screen.

To view the list of default searches on your handheld, on the Search Messages screen, click **Recall**. The list of default searches appears.

To edit a search

1. On the Home screen, click the **Search Messages** icon. The Search screen appears.
2. Click the trackwheel to view the menu and click **Recall**. Your saved searches are listed.
3. Select the search that you want to edit. Click the trackwheel to view the menu and click **Edit Search**. The Save Search screen appears.

Search screen menu - Edit Search item

4. Change any of the information in the fields. After you make your changes, click the trackwheel to view the menu, and then click **Save**.

The results of your search are displayed on the Search Results screen.

To edit a search once

1. On the Home screen, click the **Search Messages** icon. The Search screen appears.
2. Click the trackwheel to view the menu, and then click **Recall**. Your saved searches are listed.
3. Select the search that you want to change and then click the trackwheel to view the menu. Click **Select Search**. The details of the search are displayed.

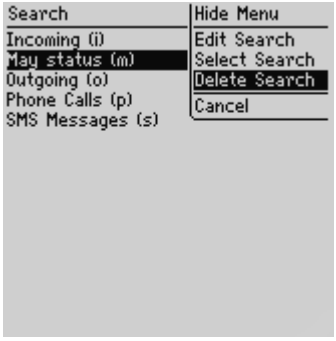
Search screen menu - Select Search item

4. You can edit any of the fields. After you make your changes, click the trackwheel to view the menu. If you do not want to save the changes, click **Search**.

Tip: If you want to save your changes, click **Save Search**. The Save Search screen appears. Click the trackwheel to view the menu and click **Save**.

To delete a search

1. On the Home screen, click the **Search Messages** icon. The Search screen appears.
2. Click the trackwheel to view the menu and click **Recall**. Your saved searches are listed.
3. Select the search that you want to delete and then click the trackwheel to view the menu. Click **Delete Search**.



Search screen menu - Delete Search item

4. A dialog box appears prompting you to confirm that you want to delete the selected search. Click **Delete**.

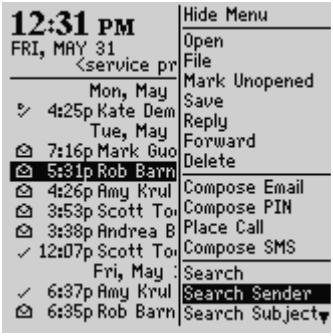
You return to the Search screen and the search is no longer listed.

To search for a sender or recipient

When you select an email, PIN, or SMS message on the Messages screen, you can search for all the messages that relate to the sender or recipient of the message. This feature is helpful if you want to search for all messages that were either sent to or received from a particular person.

Note: Phone call logs are not listed as part of the sender or recipient search.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a message from a sender or recipient for whom you want to search. For this example, to search for all messages that relate to a particular sender, select a received message and click the trackwheel to view the menu. Click **Search Sender**.



Messages screen menu - Search Sender item

Note: To search for all messages that relate to a particular recipient, select a sent message and click the trackwheel to view the menu. Click **Search Recipient**.

The Search Results screen displays all messages that have been received from that sender.

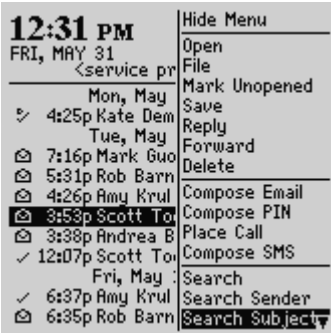
To search email and PIN messages by subject

You can view all email and PIN messages that relate to the **Subject** field of a message. You can then file, delete, save the messages, or mark them as unopened.

Note: You cannot search by subject for phone calls or SMS messages.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.

2. Select an email or PIN message that has a subject for which you want to search. Click the trackwheel to view the menu, and then click **Search Subject**.



Messages screen menu - Search Subject item

All email or PIN messages with that subject appear, including sent messages, replies, and forwarded messages.

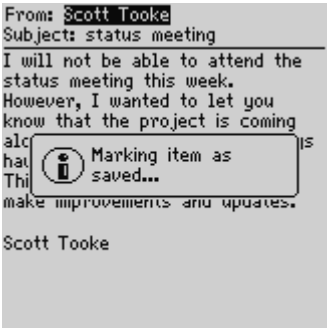
Saving messages

Save important messages by copying them to a separate list on your handheld. It is important to save messages that you want to keep for future reference. If your handheld needs to delete old messages to free memory space, it does not delete saved messages.

Note: You cannot save phone call logs in the Saved Messages application. If you want to keep the details of a particular phone call, edit the notes that are associated with the call and forward them to the email address that is associated with your handheld. You can save that email message to keep the details of the phone call.

To save a sent or received message

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a received or sent message and click the trackwheel to view the menu. Click **Open**.
3. In the open message, click the trackwheel to view the menu and click **Save Message**. A Marking item as saved dialog box appears briefly on the screen. The message is copied to the Saved Messages screen but also remains on the Messages screen.


From: Scott Tooke
Subject: status meeting
I will not be able to attend the status meeting this week. However, I wanted to let you know that the project is coming
Marking item as saved...
Scott Tooke

Open message - Marking item as saved dialog box

4. Click the trackwheel to view the menu and click **Close**. The Messages screen appears. Press **ESC** to return to the Home screen.
5. Click the **Saved Messages** icon. The Saved Messages screen appears with a copy of the message. The original message remains on the Messages screen.

Saved Messages screen - saved message

After the message is saved, you can delete the message from the Messages screen. Refer to "Deleting messages and phone call logs" on page 107 for more information on deleting messages.

To remove messages from the Saved Messages screen

If you want to delete a saved message, you must delete it from the Saved Messages screen.

Warning: If you delete a message from the Messages screen and from the Saved Messages screen, the message no longer appears anywhere on your handheld.

1. On the Home screen, click the **Saved Messages** icon. The Saved Messages screen appears.
2. Select a saved message and click the trackwheel to view the menu. Click **Delete**.
3. A dialog box appears prompting you to confirm that you want to delete the message. Click **Delete**.

You return to the Saved Messages screen, and the message is no longer listed.

Integration with enterprise email account

If you have integrated your desktop software with an enterprise email account, you can delete email messages from both the handheld and the desktop during email reconciliation. If you set this feature, any saved message that you delete from your handheld is also deleted from your desktop when you reconcile your email messages.

To save an email or PIN message while you are composing it

You might want to save an email or PIN message that you have not yet finished composing, so that you can complete and send it later.

Note: When you save a draft of an email or PIN message, the message appears on the Messages screen only; it does not appear on the Saved Messages screen. If your handheld needs to delete old messages to free memory space, it might delete drafts.

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. While you are composing an email or PIN message, click the trackwheel to view the menu and click **Save Draft**. The Messages screen appears.

Composing a message menu - Save Draft item

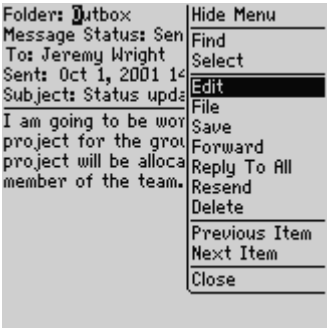
A icon beside the email or PIN message indicates that the message is saved but has not been sent. Open the message to resume composing it. You can choose to save or send the message.

Editing messages

After you send an email or PIN message, you can edit its text and add or change a recipient, and then send it again.

To edit an email or PIN message

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a sent email or PIN message that you want to edit and click the trackwheel to view the menu. Click **Open**.
3. In the open message, click the trackwheel to view the menu, and then click **Edit Message**. The text of the message appears.



Opened message menu - Edit Message item

4. You can make any changes to the message. After you make any changes, click the trackwheel to view the menu and click **Send**.

You return to the Messages screen.

Tip: You can use your handheld's cut, copy, and paste feature when you edit messages. Refer to "Using cut, copy, and paste" on page 56 for more information.

To change addresses

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a sent message for which you want to change the recipient and click the trackwheel to view the menu. For this example, select a sent email message and click **Open**.
3. In the open message, click the trackwheel to view the menu, and then click **Edit Message**. The text of the message appears.
4. In the **To** field, select the recipient of the message. Click the trackwheel to view the menu and click **Change Address**. The Select Address screen appears.
5. Select the new recipient of the message and click the trackwheel to view the menu. Click **Email**.
6. Make any additional changes to the message and click the trackwheel to view the menu. Click **Send**.

You return to the Messages screen and the edited message is sent to the new recipient.

Note: You can also change the address of a message when you are composing it. In the message, scroll to the **To** field to select the recipient of the message. Click the trackwheel to view the menu and click **Change Address**. Select the new recipient and click the trackwheel to view the menu. Click the send method (either email or PIN).

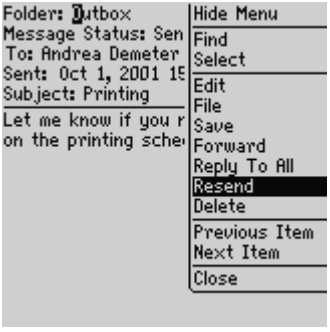
Resending messages

If, for some reason, your SMS, PIN, or email message is not sent properly on the first attempt, you can resend the message.

Note: If you want to resend an email message due to a failed transmission, scroll to the top of the original message to determine why it was not sent properly. Refer to the *Desktop Software Online Help* for explanations of possible error messages.

To resend a message

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select the sent message that you want to resend and click the trackwheel to view the menu. Click **Open**.
3. The text of the message appears. Click the trackwheel to view the menu and click **Resend**.



Sent message menu - Resend item

When you resend a message that was sent successfully on the first attempt, a copy of the original message is sent and the original message remains on the Messages screen.

When you resend a message that was not sent successfully on the first attempt, the original message is sent again.

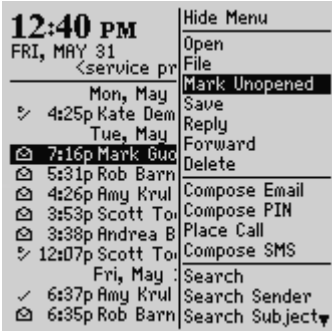
Marking messages as unopened

You can mark email, PIN, or SMS messages on your handheld as unopened. This is helpful if you have opened an important message and would like to remind yourself to reread and respond to the message at a later time.

Note: You cannot mark placed or received phone calls on the Messages screen as unopened. You can mark missed phone calls as unopened.

To mark a message as unopened

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select an opened message and click the trackwheel to view the menu. Click **Mark Unopened**.



Messages screen menu - Mark Unopened item

The message is marked as unopened.

Integration with enterprise email account

If you have integrated your desktop software with an enterprise email account, you can mark an email message that has already been read on your desktop as unopened on your handheld. When you synchronize your handheld with your desktop, the message is marked as opened on both your handheld and your desktop.

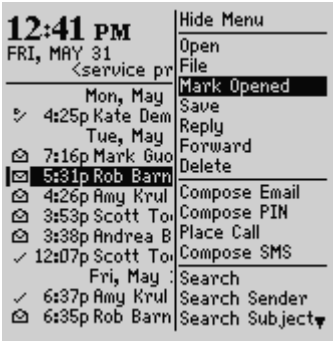
Marking messages as opened

If you have many email, PIN, or SMS messages that you have not read on your handheld but you have read them on your desktop, you might want to mark them as opened.

Note: You cannot mark placed or received phone calls on the Messages screen as opened. You can mark missed phone calls as opened.

To mark a message as opened

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select an unopened message and click the trackwheel to view the menu. Click **Mark Opened**.



Messages screen menu - Mark Opened item

The message is marked as opened.

To mark all messages as opened

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a date field. Click the trackwheel to view the menu and click **Mark Prior Opened**.

Messages screen menu - Mark Prior Opened item

All messages in the list prior to the date that you select are marked as opened.

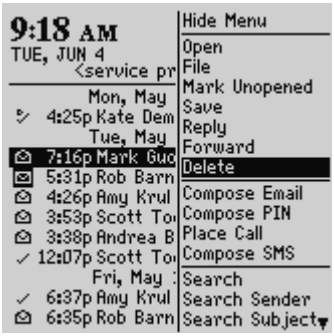
Deleting messages and phone call logs

Although your handheld has ample memory space for storing email, PIN, and SMS messages and phone call logs, you should delete unnecessary items to manage your list more efficiently. If your handheld's memory is full and you receive new messages or new phone calls, your handheld deletes the oldest messages and phone call logs on the Messages screen to accommodate new ones; saved messages are not deleted.

To delete a message or phone call log

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select the message or phone call log that you want to delete and click the trackwheel to view the menu. Click **Delete**.

Warning: If you make any notes for your phone call, they are deleted when you delete the phone call log. If you do not want to delete the call notes, forward them to the email address of your handheld. Refer to "To forward call notes" on page 152 for more information.



Messages screen menu - Delete item

3. A dialog box appears prompting you to confirm that you want to delete the item. (This dialog box appears only if **Confirm Delete** is enabled on the Message List Options screen.) Click **Delete**.

You return to the Messages screen and the message or phone call log is no longer listed.

Note: You can delete an open message. You can also delete messages from the Search Messages and Saved Messages screens.

If you request more of an email message, you should not delete the message until you have received the rest of it. Refer to "Receiving long email messages" on page 67 for more information on receiving long email messages.

If you delete an SMS message from the Messages screen, it is deleted from your handheld's SIM card if, on the SMS screen, you have set the **Leave messages on SIM Card** field to **No**. Refer to "SMS" on page 226 for more information on deleting SMS messages from your SIM card.

To delete multiple items by date

You can delete all email, PIN, or SMS messages and phone call logs prior to a particular date by selecting a date field.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a date field and click the trackwheel to view the menu. Click **Delete Prior**.

Messages screen menu - Delete Prior item

3. A dialog box appears prompting you to confirm that you want to delete all items prior to and including that date. Click **Delete**.

You return to the Messages screen and you can see that the items are no longer listed.

To delete email messages on your handheld and your desktop

Integration with enterprise email account

If you have integrated your desktop software with an enterprise email account, you can configure your message options so that email messages that are deleted on your handheld are also deleted on your desktop each time you reconcile email using the desktop software's Intellisync tool.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Click the trackwheel to view the menu and click **Options**. The Message List Options screen appears.
3. Set the **Delete On** field to **Desktop & Handheld**.

Message List Options screen - Delete On field

4. Click the trackwheel to view the menu, and then click **Save**.

To test this feature, delete an email message on your handheld that you no longer need. Reconcile your email messages using the Intellisync tool. Refer to the *Intellisync Online Help* for more information on reconciling email. The message is deleted from your desktop and your handheld.

Note: Any filed email messages that you delete on your handheld are also deleted from the corresponding desktop folder if, on the Messages List Options screen, the **Delete On** field is set to **Desktop & Handheld**.

Email messages that are deleted using the **Delete Prior** option, however, are not deleted on your desktop when you reconcile your email messages. Refer to "To delete multiple items by date" on page 108 for more information on deleting multiple messages.

Managing phone calls on the Messages screen

By default, your phone calls are logged on the Messages screen. Each call is saved on this screen with the date, time, and length of the call, the name of the caller or recipient, and any associated call notes. Managing phone calls on your Messages screen is similar to managing email, PIN, and SMS messages.

Note: You can customize the Phone application so that your phone calls are not logged on the Messages screen. Refer to "Customizing call logging" on page 143 for more information on setting the **Call Logging** phone option.

To place phone calls from the Messages application

You can place a phone call from the Messages application.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Click the trackwheel to view the menu and click **Place Call**. The Select Address screen appears.
3. Select the contact that you want to call and click the trackwheel to view the menu. Click **Call**. If you have saved more than one phone number for a contact, you are prompted to select the number that you want to call.

The Phone screen appears and your handheld dials the phone number of the contact that you select.

Tip: To end a call, click the trackwheel to view the menu and click **End Call**. You can also press **ESC** to end the call.

To view phone call logs on the Messages screen

You can open and view the phone call log for any received or placed call.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a placed or received call and click the trackwheel to view the menu. Click **Open**. The View Call Log screen appears. The details for the call are listed, including the date and time of the call, the length of the call, and any associated call notes.
3. To return to the Messages screen, click the trackwheel to view the menu and click **Close**.

The call log is closed and you return to the Messages screen.

Note: In the View Call Log window, you can send an email, PIN, or SMS message, forward the call log, or edit the notes. You can also view the contact's Address Book information or view the entire Address Book. On the View Call Log screen, click the trackwheel to view the menu. Click the appropriate menu item.

Tips for managing messages and phone call logs

- Press **ALT + I** to view all incoming messages on the Messages or Saved Messages screens.
- Press **ALT + O** to view outgoing messages on the Messages or Saved Messages screens.
- Press **ALT + P** to view all phone call logs on the Messages or Saved Messages screens.
- Press **ALT + S** to view all SMS messages on the Messages or Saved Messages screens.
- Press **ALT + a shortcut key** on the Messages or Saved Messages screens to perform a search that you have defined.
- Press **ALT + U** to switch between marking a message or a missed phone call as opened or unopened.
- Press **M** to open the Messages screen on the Home screen or in the Search Results or Saved Messages applications.
- Press **V** to open the Saved Messages screen on the Home screen or in the Search Messages or Messages applications.
- Press **S** to open the Search Messages screen on the Home screen or in the Saved Messages or Messages applications.
- Press **SPACE** on the Select Folder screen, when a folder marked with a plus sign (+) is selected, to expand and collapse the subfolders.
- Press **ENTER** on the Select Folder screen to file a message in the selected folder.
- Press **BACKSPACE** with a date field selected to delete all messages prior to and including the selected date.

Chapter 5
Using the Address Book application

This section provides information on the following topics:

- Setting Address Book options
- Adding addresses
- Adding pauses and waits
- Changing user-defined field names
- Managing Address Book entries
- Using the SIM Phone Book application
- Tips for using the Address Book application

Setting Address Book options

You can customize the following Address Book options.

- **Sort By:** Select how you want to sort the addresses in your Address Book. By default, this option is set to **First Name**.
- **Confirm Delete:** Select whether you want to be prompted to confirm that Address Book entries should be deleted permanently. By default, this option is set to **Yes**.
- **Allow Duplicate Names:** Select whether you want to allow the same name to appear more than once in the Address Book. By default, this option is set to **Yes**.

To set Address Book options

1. On the Home screen, click the **Address Book** icon. The Find screen appears.
2. Click the trackwheel to view the menu and click **Options**. The Address Book Options screen appears.
3. Select the field that you want to set, and then press **SPACE** to scroll through your options. Release **SPACE** when you set the option to your preference.

Address Book Options screen - setting options

4. After you edit the fields, click the trackwheel to view the menu. Click **Save**.

You return to the Find screen.

Note: You can also open and edit your Address Book options on the To screen when you select the recipients for your messages or phone calls.

Adding addresses

You can add contacts to your handheld Address Book to create a database. You can add addresses to your Address Book manually, from messages, and from links. You can also add and update contacts from the Phone screen.

Note: Depending on your service provider's plan, the Phone application might not be available on your handheld. Contact your service provider or network operator for more information on available services.

Integration with enterprise email account

If you have integrated your desktop software with an enterprise email account, you can also add Address Book entries by importing them from your desktop email program. Refer to the *Backup and Restore Online Help* for more information.

To add addresses manually

1. On the Home screen, click the **Address Book** icon. The Find screen appears.
2. Click the trackwheel to view the menu and click **New Address**. The New Address screen appears.
3. Type your contact's information and press **ENTER** at the end of each field.

New Address screen - adding an address

Tip: You can save up to three email addresses for the same contact. To add another email address, click the trackwheel to view the menu and click **Add Email Address**. An additional **Email** field appears on the New Address screen. When you compose an email message to a contact with multiple email addresses, you are prompted to select which address to use.

4. To save your contact information, click the trackwheel to view the menu and click **Save**.

Your new contact appears on the Find screen in alphabetical order.

Note: If you have typed a company name in the **Company** field, it appears on the Find screen beside the contact's name.

To add addresses from received messages and phone call logs

When you receive a new message or phone call from someone who is not currently in your handheld Address Book, you can add the email address, PIN, or phone number from the open message or phone call log.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open a received message or phone call log from a contact who is not currently in your Address Book and scroll to the top of it. For this example, open a received email message. Place your cursor in the **From** field and click the

trackwheel to view the menu. Click **Add to Address Book**. The New Address screen appears, with the new contact's information displayed.

Received message From field menu - Add to Address Book item

3. Add any additional information that you want to include for this contact.
4. Click the trackwheel to view the menu, and then click **Save**.

The contact is added to your Address Book and you return to the open message.

To add addresses from links

You can also add contacts to your Address Book from links that appear in your messages.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open a received message that contains a link. Email addresses, PINs, or phone numbers for other recipients of the message might appear in the message, followed by a link for the recipient. Links can also appear in the body of the message. For this example, select an email address link for the contact that you want to add to your Address Book.
3. Click the trackwheel to view the menu, and then click **Add to Address Book**.
4. The contact's email address is displayed. Add a name for this contact and type any additional information that you want to add.
5. After you add information, click the trackwheel to view the menu and click **Save**.

The contact is added to your Address Book and you return to the open message.

To add addresses from the Phone screen

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Select a phone number that is not associated with a contact in your Address Book. Click the trackwheel to view the menu and click **Add To Address Book**. The New Address screen appears, with the contact's phone number in the **Work** field.
3. Add a name for the contact and any additional information that you want to include.
4. Click the trackwheel to view the menu, and then click **Save**.

You return to the Phone screen, and the number is replaced with the name that you specified for the contact.

To update addresses from the Phone screen

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Select a number that is listed on the Phone screen. To add this phone number to an existing contact, click the trackwheel to view the menu and click **Copy**.
3. Click the trackwheel to view the menu, and then click **View Address Book**.
4. Select the contact whose Address Book entry you want to update and click the trackwheel to view the menu. Click **Edit**.
5. Select the phone number field in which you want to insert the number. Click the trackwheel to view the menu and click **Paste**. The number is inserted in the field.
6. Click the trackwheel to view the menu, and then click **Save**.
7. Press **ESC** to return to the Phone screen.

Note: If the contact whose Address Book entry you want to update is listed on the Phone screen, you can open the entry on the Phone screen. Copy the phone number and then select the contact and click the trackwheel to view the menu. Click **View Contact**. The contact's Address Book entry appears. Click the trackwheel to view the menu and click **Edit**. Paste the phone number into the appropriate field.

Address Book fields

The New Address screen contains the following fields:

First: Type your contact's first name. This field accepts letters, numbers, and symbols.

Last: Type your contact's last name. This field accepts letters, numbers, and symbols.

Tip: Type your contact's full name in the **First** field and press **ENTER**. The first name appears in the **First** field and the last name appears in the **Last** field.

Email: Type your contact's email address. This field accepts letters, numbers, and symbols. You can press **SPACE** to insert the at sign (@); press it again to insert a period. If you continue to press **SPACE**, you can continue to insert periods.

Company: Type the name of the company for which your contact works. This field accepts letters, numbers, and symbols.

Title: Type your contact's job title. This field accepts letters, numbers, and symbols.

Work: Type your contact's business phone number. This field accepts numbers, parentheses, and the **x**, **–**, **+**, *, #, and **.** characters, which can be typed without pressing **ALT**.

Home: Type your contact's home phone number. This field accepts numbers, parentheses, and the **x**, **–**, **+**, *, #, and **.** characters, which can be typed without pressing **ALT**.

Mobile: Type your contact's cellular phone number. This field accepts numbers, parentheses, and the **x**, **–**, **+**, *, #, and **.** characters, which can be typed without pressing **ALT**.

Pager: Type your contact's pager number. This field accepts numbers, parentheses, and the **x**, **–**, **+**, *, #, and **.** characters, which can be typed without pressing **ALT**.

Note: You can type SMS-compatible numbers in the **Work**, **Home**, **Mobile**, and **Pager** fields. When you type an SMS-compatible number in an Address Book field, include the country code and the area code. If you have set your smart dialing options in the Phone application, you do not need to type the country code and area code. Refer to "Setting smart dialing options" on page 148 for more information.

You can add pauses and waits in the **Work**, **Home**, **Mobile**, and **Pager** fields to insert additional numbers (such as extensions or passwords) in your contact's phone number. Refer to "Adding pauses and waits" on page 121 for more information.

You can type **x** or **ext** in the **Work**, **Home**, and **Mobile** fields to specify a phone number extension. When you place a phone call, you are prompted to dial the extension.

Fax: Type your contact's fax number. This field accepts numbers, parentheses, and the **x**, **–**, **+**, *, #, and **.** characters, which can be typed without pressing **ALT**.

PIN: Type the personal identification number of your contact's handheld. This field accepts numbers which can be typed without pressing **ALT**. You can also type hexadecimal characters in the PIN field.

Address 1: Type your contact's street address. This field accepts letters, numbers, and symbols.

Address 2: Type any further information for the address. This second address field is provided for long addresses. This field accepts letters, numbers, and symbols.

City: Type your contact's city. This field accepts letters, numbers, and symbols.

State/Prov: Type your contact's state or province. This field accepts letters, numbers, and symbols.

ZIP/Postal Code: Type your contact's ZIP code or postal code. This field accepts letters and numbers. You must press **ALT** to type numbers in this field.

Country: Type your contact's country. This field accepts letters, numbers, and symbols.

User 1, User 2, User 3, User 4: Customize these fields to type special information for each contact. Refer to "Changing user-defined field names" on page 122 for more information on customizing these fields.

Notes: Type any additional information that you want to keep about your contact. This field accepts letters, numbers, and symbols. Press **ENTER** to move to a new line.

Address Book icons

These icons appear on the screen to provide additional information about your Address Book entries.

Icon	Description
	phone number in Address Book entry has a pause inserted
	phone number in Address Book entry has a wait inserted
	Address Book entry is attached; this icon appears in email and PIN messages that contain Address Book attachments

Adding pauses and waits

You can add pauses and waits in the **Work**, **Home**, **Mobile**, and **Pager** fields to insert additional numbers (such as extensions or passwords) in your contact's phone number. When you place a phone call, you do not need to type the additional numbers. You are prompted to type the remaining numbers (for a wait) or your handheld enters the remaining numbers after two seconds (for a pause).

Note: Depending on your service provider's plan, the Phone application might not be available on your handheld. Contact your service provider or network operator for more information on available services.

To add pauses and waits

1. On the Home screen, click the **Address Book** icon. The Find screen appears.
2. Open an existing Address Book entry or create a new one.
3. In the **Work**, **Home**, **Mobile**, or **Pager** field, type the first part of the phone number and click the trackwheel to view the menu.
4. Click **Add Wait** or **Add Pause**.

Tip: In the **Work**, **Home**, **Mobile** or **Pager** field, you can also type the first part of the phone number and press **ALT+B** to insert a wait or **ALT+N** to insert a pause.

5. Add the remaining part of the phone number.
6. Click the trackwheel to view the menu and click **Save**.

Your new contact appears on the Find screen in alphabetical order.

Note: Refer to "Using pauses and waits" on page 153 for more information on placing phone calls to phone numbers that contain pauses or waits.

Changing user-defined field names

You can change the field name for the **User 1**, **User 2**, **User 3**, and **User 4** fields in the Address Book.

To change user-defined field names

1. On the Home screen, click the **Address Book** icon. The Find screen appears.
2. Click the trackwheel to view the menu and click **New Address**. The New Address screen appears.
3. Select a user-defined field (**User 1**, **User 2**, **User 3**, or **User 4**) and click the trackwheel to view the menu.

New Address screen menu - Change Field Name item

4. Click **Change Field Name**. Delete the current name of the field. Type a new field name and click the trackwheel.

The field name is changed for all of your contacts.

Managing Address Book entries

You can view, search, edit, and delete the Address Book entries on your handheld.

To view Address Book entries

1. On the Home screen, click the **Address Book** icon. The Find screen appears.
2. Select the name of the contact whose information you want to view. Click the trackwheel to view the menu and click **View**.

A virtual business card appears listing the contact information that you have typed and any notes that you have included.

Tip: To move to a number or an email field in the business card, press the first letter of the field name. For example, if you typed a fax number and you press **F**, the cursor moves to the **Fax** field.

To search Address Book entries

1. On the Home screen, click the **Address Book** icon. The Find screen appears.
2. Type the first letter, or letters, of the name of the contact that you want to find. The letter or letters that you type appear at the top of the screen.
3. Your handheld searches the first, last, and company names of contacts to find the first instance of the letters that you type. As you type more letters for your search, fewer matches appear.
4. To return to your complete list of contacts, click the trackwheel to view the menu and click **View All**.

To edit Address Book entries

1. On the Home screen, click the **Address Book** icon. The Find screen appears.
2. Select the Address Book entry that you want to edit and click the trackwheel to view the menu. Click **Edit**. The Edit Address screen appears.
3. Use the trackwheel to move from field to field. Hold **ALT** and roll the trackwheel to scroll horizontally.
4. Edit the fields and click the trackwheel to view the menu. Click **Save**.

Tip: To clear fields on the New Address or Edit Address screens, click the trackwheel to view the menu and click **Clear Field**.

You can use your handheld's cut, copy, and paste feature when you edit addresses. Refer to "Using cut, copy, and paste" on page 56 for more information.

To delete Address Book entries

1. On the Home screen, click the **Address Book** icon. The Find screen appears.
2. Select the contact that you want to delete. Click the trackwheel to view the menu and click **Delete**.
3. A dialog box appears prompting you to confirm that you want to delete the address. (This dialog box appears only if **Confirm Delete** is enabled on the Address Book Options screen.) Click **Delete**.

You return to the Find screen, and the entry is no longer listed.

Using the SIM phone book application

With your handheld Address Book, you can also use the abbreviated dialing numbers (ADNs) and service dialing numbers (SDNs) that are saved on your SIM card to place calls. You can view, add, edit, and delete ADN and SDN phone book entries.

Note: Depending on your service provider's plan, some applications might not be available on your handheld. If you do not have the Phone application on your handheld, the SIM phone book application is not available. Contact your service provider or network operator for more information on available services.

To view the SIM phone book

You can browse the ADN and SDN phone book entries that are stored on your SIM card.

1. On the Home screen, click the **Address Book** icon. The Find screen appears.
2. Click the trackwheel to view the menu and click **SIM Phone Book**. The Find screen appears, with the message **Loading SIM Phone Book**.

Note: If you click the trackwheel or press **ESC** while the handheld is reading the SIM card, the message **Aborted reading SIM** appears on your screen and the search is cancelled.

The message **Error Accessing SIM** appears if the SIM card is invalid, if a phone book is not provisioned, or if the handheld cannot read the SIM card.

3. When the handheld is finished reading the SIM card, all phone book entries are displayed in alphabetical order. The ADN address entries appear in plain text and the SDN address entries appear in bold.

Note: To place a call or send an SMS message on the SIM phone book's Find screen, select the ADN or SDN address entry for the contact. Click the trackwheel to view the menu and click **Call** or **SMS**.

If you are viewing the SIM phone book entries and you remove the SIM card from your handheld, the ADN Phonebook Entry screen closes automatically.

To add a SIM phone book entry

You can add ADN phone book entries to your SIM card. If your SIM card is full or if your SIM card has not been provisioned to allow SIM phone books, you cannot add a phone book entry.

1. On the Home screen, click the **Address Book** icon. The Find screen appears.
2. Click the trackwheel to view the menu and click **SIM Phone Book**. The Find screen appears, with the message **Loading SIM Phone Book**.
3. Click the trackwheel to view the menu and click **New**. The ADN Phonebook Entry screen appears.
4. In the **Name** and **Phone** fields, type the contact's name and phone number.

Note: The number of characters that you can type in the **Name** field is configured by your service provider or network operator when the SIM card is provisioned. Contact your service provider or network operator for more information.

5. Click the trackwheel to view the menu and click **Save**.

You return to the Find screen, and the new contact is added to your SIM phone book.

To edit a SIM phone book entry

You can edit ADN phone book entries that are stored on your SIM card.

1. On the Home screen, click the **Address Book** icon. The Find screen appears.
2. Click the trackwheel to view the menu and click **SIM Phone Book**. The Find screen appears, with the message **Loading SIM Phone Book**.
3. Select the phone book entry that you want to edit. Click the trackwheel to view the menu and click **Edit**. The ADN Phonebook Entry screen appears.
4. Edit the fields on this screen. When you finish, click the trackwheel to view the menu and click **Save**.

You return to the Find screen.

To add SIM phone book entries to the Address Book

If contacts in your SIM phone book are not saved in your handheld Address Book, you can add them.

1. On the Home screen, click the **Address Book** icon. The Find screen appears.
2. Click the trackwheel to view the menu and click **SIM Phone Book**. The Find screen appears, with the message **Loading SIM Phone Book**.
3. Select the entry that you want to add to your Address Book. Click the trackwheel to view the menu and click **Add to Address Book**.
4. The ADN Phonebook Entry screen appears with the contact's information in the **Name** and **Phone** fields.
5. Click the trackwheel to view the menu and click **Save**.

The phone book entry is added to your handheld's Address Book and you return to the Find screen.

To delete a SIM phone book entry

You can delete SIM phone book entries that are stored on your SIM card.

1. On the Home screen, click the **Address Book** icon. The Find screen appears.

2. Click the trackwheel to view the menu and click **SIM Phone Book**. The Find screen appears, with the message **Loading SIM Phone Book**.
3. Select the entry that you want to delete. Click the trackwheel to view the menu and click **Delete**.
4. A dialog box appears prompting you to confirm that you want to delete the address. (This dialog box appears only if **Confirm Delete** is enabled on the Address Book Options screen.) Click **Delete**.

You return to the Find screen, and the entry no longer appears.

Tips for using the Address Book application

- Press number keys, without using **ALT**, to insert numbers in the **Work**, **Home**, **Mobile**, **Pager**, **Fax**, and **PIN** fields.
- Press **SPACE** to insert the at sign (@) and periods in an **Email** field.
- Type the first letters of the name, or the initials separated by a space, to find a specific contact on the Find screen.
- Type your contact's full name in the **First** field and press **ENTER**. The first name appears in the **First** field and the last name appears in the **Last** field.

Chapter 6
Using the Phone application

This section provides information on the following topics:

- Placing phone calls
- Answering phone calls
- Ending phone calls
- Using shortcuts when you place calls
- Setting the volume
- Putting phone calls on hold
- Muting phone calls
- Placing phone calls to one-time recipients
- Placing phone calls using links
- Managing phone calls on the Phone screen
- Customizing Phone options
- Calling voice mail
- Using phone call notes
- Using pauses and waits
- Placing conference calls
- Viewing phone status
- Placing emergency calls
- Tips for using the Phone application

Note: Depending on your service provider's plan, the Phone application might not be available on your handheld. Contact your service provider or network operator for more information on available services.

To use certain features of the Phone application, such as call waiting, call forwarding, call barring, and caller identification, you must subscribe to them. Contact your service provider or network operator for more information.

Your handheld is equipped with an integrated speaker and microphone and operates as a touch-tone phone does. You can use the automated functions that are available to touch-tone phones on your handheld. The optional headset can also be used with the handheld's Phone application. If you choose to use the headset with your handheld, insert the headset connector into the headset jack at the top of your handheld before you use the Phone application.

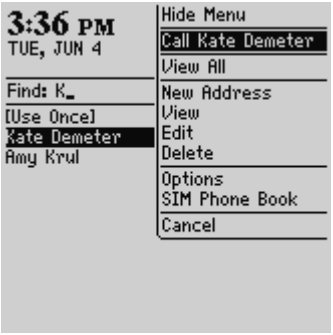
The Phone screen displays the phone number of your handheld.

Placing phone calls

You can place phone calls if, in the handheld status section of the screen, **GSM**, **gprs**, or **GPRS** and one or more bars appear with the wireless coverage indicator.

To place phone calls

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Begin typing the name of the contact whom you want to call. The Find screen appears, listing all contacts that contain the letters that you have typed.
3. Select the name of your contact and click the trackwheel to view the menu. Click **Call**.



Select Address screen menu - Call item

Note: If you have specified more than one phone number for a contact, you are prompted to select the phone number that you want to call.

If you have entered **x** or **ext** in the **Work**, **Home**, and **Mobile** fields to specify a phone number extension, you are prompted to dial the extension. In the Dial Extension dialog box, click **Dial**.

Refer to "Adding addresses" on page 115 for more information on adding contacts to your Address Book.

The Active Call screen appears, and displays **Calling**, as well as the Address Book information that you have saved for your contact. Your handheld dials the phone number that you have selected.

After the recipient answers your call, the Active Call screen displays **Connected**. A call timer appears in the upper left of the screen, displaying the length of your call.

Note: While you are on a call, you can still use your handheld's other applications. You are not, however, able to send or receive email or PIN messages or browse web pages. You can send and receive SMS messages.

To use your handheld's other applications while you are on a call, on the Active Call screen, click the trackwheel to view the menu. Click **Hide Call**. You return to the Home screen. Select an application icon. To return to the Phone application again, press the phone key.

A volume indicator appears in the upper right of the screen. Roll the trackwheel to increase or decrease the volume.

Active Call screen

To end the call, click the trackwheel to view the menu. Click **End Call**. The handheld beeps to indicate that the call has ended. On the Active Call screen, you can also press **ESC** to end the call.

To exit the phone application and return to the last application in which you were working before you received the phone call, click the trackwheel to view the menu and then click **Close**. The Home screen appears. Select the appropriate application icon.

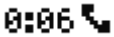
Note: If you attempt to place a call when the handheld radio is off, you are prompted to turn on the radio before you continue.

You can also place a phone call from the Messages or Saved Messages screens. Click the trackwheel to view the menu and then click **Place Call**. The Select Address screen appears. Select the contact that you want to call and click the trackwheel to view the menu. Click **Call**.

Phone icons

These icons appear on the Active Call and Messages screens to provide additional information about the Phone application.

Note: Depending on your service provider and the services that are enabled for your Phone application, the following text and icons might not appear or they might differ. Contact your service provider or network operator for more information.

Icon	Description
	phone call in progress; this icon appears on the Active Call screen and records the length of the call
	indicates the current volume level; this icon appears on the Active Call screen
	phone call is muted; this icon appears on the Active Call screen
	phone call is in progress; this icon appears in the handheld status section of the screen in the handheld's applications while you are connected to a phone call and records the length of the call
	indicates the current volume level; this icon appears with a slide bar after you click **Volume** on the menu in one of your handheld's applications
	indicates that call forwarding of all phone calls is enabled; this icon appears in the handheld status section of the screen
	indicates a placed or received phone call; this icon appears on the Messages screen
	indicates that a voice mail message is waiting in your voice mailbox; if your SIM card is provisioned for voice mail and a new voice mail message is waiting, this icon appears in the handheld status section of the screen
Missed Call	with the text **Missed Call**, this icon indicates an unopened missed call; this icon appears on the Messages screen

Icon	Description
Missed Call	with the text **Missed Call**, this icon indicates an opened missed call; this icon appears on the Messages screen
Voicemail	if you have voice mail enabled on your account, this icon, with the text **Voicemail,** appears beside the unopened message when a new voice mail message is waiting; this icon appears on the Messages screen
Voicemail	if you have voice mail enabled on your account, this icon, with the text **Voicemail,** appears beside the opened message when a new voice mail message is waiting; this icon appears on the Messages screen

Answering phone calls

When you receive a phone call, you receive visual notification and any other notification, depending on how you have configured your notification profiles. Refer to "Customizing notification profiles" on page 209 for more information on setting your notification profiles.

If you are already connected to a phone call when an incoming phone call is received, the handheld beeps.

The handheld backlighting turns on automatically when you receive a phone call.

Note: If you are composing an email, PIN, or SMS message or are using another handheld application when you receive a phone call, the action is interrupted until you answer or ignore the phone call. If you answer the phone call, the Active Call screen appears. To return to the last application that you were using, click the trackwheel to view the menu and click **Hide**. You return to the last application that you were using. You cannot press **ESC** to return to the last application that you were using. Pressing **ESC** while on the Active Call screen ends the phone call.

When you receive an incoming call, the contact's name and phone number appear if the contact is in your Address Book. The contact's name and phone number also appear if you have subscribed to a caller identification service.

When you receive a new phone call, a dialog box appears on your handheld's screen, prompting you to answer or ignore the call.

- If you are not connected to any other phone calls and want to answer the call, click **Answer**. You are connected to the call.

- If you are not connected to any other phone calls and want to answer the call and put the caller on hold, click **Answer And Hold**. You are connected to the call but it is put on hold immediately. To resume your call, click the trackwheel to view the menu, and then click **Resume**.
- If you are already connected to a phone call but have finished your conversation and want to answer the incoming call, click **Answer - Drop Current**. The first phone call is disconnected and you are connected to the incoming call.
- If you are already connected to a phone call but have not finished your conversation and want to answer the incoming call, click **Answer - Hold Current**. The current phone call is put on hold and you are connected to the incoming call. While you are connected to the two calls, click the trackwheel to view the menu, and then click **Swap** to alternate between them.
- If you are already connected to one phone call with another phone call on hold and you want to answer the incoming call, click **Answer - Drop All**. All current phone calls are disconnected and you are connected to the incoming call.
- If you do not want to answer the incoming phone call, click **Ignore**. The caller hears a busy signal or is directed to your voice mail, depending on your service plan.

Note: You must subscribe to a call waiting service for the **Answer And Hold**, **Answer - Drop Current**, **Answer - Hold Current**, and **Answer - Drop All** items to appear when you receive an incoming call.

If you are already connected to a call when you receive a new phone call, you can set up conference calling. Refer to "Placing conference calls" on page 154 for more information.

You can also press the button on the headset to answer a call.

To swap phone calls

If you are connected to two phone calls but want to alternate between talking to each contact, you can swap calls.

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. While you are connected to two calls, click the trackwheel to view the menu, and then click **Swap**.

Note: While you are connected to more than one call, the **End Call**, **Swap**, **Join**, **Volume**, **Mute**, and **Notes** items appear on the menu of the other handheld applications.

Ending phone calls

When you finish with your call, click the trackwheel to view the menu. Click **End Call**. The handheld beeps to indicate that the call has ended.

Phone screen menu - End Call item

Tip: On the Active Call screen, press **ESC** to end the phone call. The handheld beeps to indicate that the call has ended.

You can also hold the button on the headset to end the call.

After the phone call ends, the Phone screen appears, displaying your list of contacts.

Note: If your handheld battery becomes too low, a **Low Battery** message appears to the left of the wireless coverage indicator and the handheld beeps. You are not disconnected from your phone call, but you should end your phone call and recharge your handheld as soon as possible.

Using shortcuts when you place calls

Your handheld has built-in shortcuts that you can use when you place calls.

To dial phone numbers quickly

To quickly place calls on the Phone screen, press **SPACE**. The Enter Phone Number dialog box appears. Type the phone number and click **Call**.

Tip: To type a phone number extension, hold the **8** key. When the letter **X** appears, release the **8** key. Type the phone number extension.

To alpha-dial

Usually, in the Phone application, when you press a key, the associated number is inserted. If the phone number that you want to call contains letters and you do not know the corresponding numbers, you can dial by holding **RIGHT SHIFT** as you type the letters. The letters appear on your screen and the handheld translates the letters into the appropriate numbers.

If you want to dial a series of letters, such as when you must enter a person's name in a company directory, you can enter character mode after you are connected to your call. Press **ALT + RIGHT SHIFT**. The letter that you press is inserted and the handheld translates the letters into the appropriate numbers. When character mode is activated, an up arrow appears in the upper right corner of the Active Call screen. Press **SHIFT** again to turn off character mode.

To dial corporate extensions

If you regularly call contacts at the same company with different extensions, you can configure your handheld's Smart Dialing screen so that you only need to dial the extension. When you type **x,** followed by the extension number, the handheld automatically dials the company's main phone number as you have set it on the Smart Dialing screen. After a brief period of time, the extension is dialed. Refer to "To set corporate dialing" on page 148 for more information on configuring this option.

Setting the volume

While you are connected to a phone call, scroll the trackwheel to change the volume for your handheld's Phone application. Scroll up to increase the call's volume or scroll down to decrease the volume. The volume level that you set is used for all Phone applications.

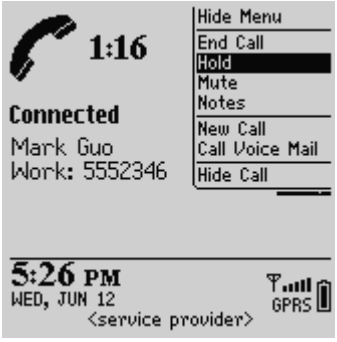
Note: If you are working in one of the handheld's other applications while connected to a phone call and you want to change the volume for the Phone application, click the trackwheel to view the menu. Click **Volume**. A slide bar appears along the right side of the screen. Scroll the trackwheel to increase or decrease the volume.

Putting phone calls on hold

After you have placed or received a phone call, you can put it on hold.

To put a phone call on hold

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. While you are connected to a phone call, click the trackwheel to view the menu, and then click **Hold**. The call is put on hold. The left side of the screen displays **On Hold**.



Phone screen menu - Hold item

3. To reconnect to the call, click the trackwheel to view the menu. Click **Resume**.

You are reconnected to the call.

Muting phone calls

You can mute phone calls on your handheld, so that you can hear your contact but your contact cannot hear you. When a call is muted, the mute icon appears as a line through the phone call in progress icon. When you mute the phone call, the handheld plays a tone to indicate that the call is muted.

To mute phone calls

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. While you are connected to a phone call, click the trackwheel to view the menu, and then click **Mute**. The Active Call screen displays **Muted** and the handheld plays a tone to indicate that the call is muted.
3. When you want to participate in the call again, click the trackwheel to view the menu, and then click **Turn Mute Off**. When you turn off the mute feature, the handheld plays a tone to indicate that the call is no longer muted.

You are reconnected to the call.

Tip: While you are connected to a phone call, press the phone key to mute the call. The handheld plays a tone to indicate that the call is muted. Press the phone key again to turn mute off. The handheld plays a tone to indicate that the call is no longer muted.

You can also press the button on the headset to mute the call.

Placing one-time phone calls

You can place a phone call without adding the recipient to your handheld Address Book.

To place one-time phone calls

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Select **One Time Dial** and click the trackwheel. The Enter Phone Number dialog box appears.

Tip: On the Phone screen, you can also press **SPACE** to open the Enter Phone Number dialog box.

3. Type the phone number, and then click **Call**.

Phone screen - placing a one-time call

Your handheld dials the number that you typed.

Tip: To place one-time phone calls on the To screen, use the **[Use Once]** option.

To type a phone number extension, hold the **8** key. When the letter **X** appears, release the **8** key. Type the phone number extension.

Placing phone calls using links

Your handheld recognizes phone numbers in the body of messages and converts them into links. You can select an underlined link and use it to place a phone call.

To place phone calls using links

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a received message that contains a link. Click the trackwheel to view the menu, and then click **Open**.
3. Select the phone number link to which you want to place a phone call. Click the trackwheel to view the menu, and then click **Phone**.

Your handheld dials the phone number that you selected.

Tip: Links can also appear in the other handheld applications. You can place calls from any of those applications by following the procedure above.

Managing phone calls on the Phone screen

The last 20 contacts that you called are listed on the Phone screen. You can sort your list of contacts by name, most recently called, or most used. When the Phone screen appears, the last number that you called is selected.

Note: If you have placed or received a phone call from a contact who is not in your Address Book, the Phone screen only shows the phone number.

To place calls from the Phone screen

From the Phone screen, you can quickly place a call to any of your contacts.

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Select a contact or phone number and click the trackwheel to view the menu. Click **Call**.

Your handheld dials the phone number that you have selected.

Tip: On the Phone application menu, any other phone numbers that you have saved for your contact are also listed. After you select a contact on the Phone screen, click the trackwheel to view the menu, and then click one of the other phone numbers.

To delete items on the Phone screen

You can delete items from the list on the Phone screen.

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Select the name of the contact or phone number that you want to remove from the list.
3. Click the trackwheel to view the menu, and then click **Delete**. A dialog box appears prompting you to confirm that you want to delete the item. (This dialog box appears only if **Confirm Delete** is enabled on the General Options screen of the Phone options.) Click **Delete**.

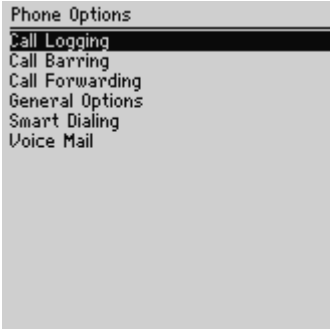
You return to the Phone screen, and the contact is removed from the list.

Note: When you delete items from the Phone screen, you delete those contacts from the list on the screen. You do not delete the contacts from your handheld Address Book.

Customizing Phone options

You can customize the following Phone options.

- **Call Logging:** Set whether you want your phone calls to appear on the Messages screen. You can also set which types of calls to log.
- **Call Barring:** Set whether you want to ignore incoming or outgoing phone calls and the types of calls that you want to ignore.
- **Call Forwarding:** Set whether you want to forward incoming phone calls to another phone number.
- **General Options:** Set the general phone options for your handheld, including identity restriction, confirm deletion, automatic answer, and hangup options. You can also set how you want to sort your list of contacts on the Phone screen.
- **Smart Dialing:** Change the dialing properties for your handheld.
- **Voice Mail:** Set or change your voice mail access number.



Phone Options screen

Note: Depending on your service provider's plan, some Phone options might not be available on your handheld. Contact your service provider or network operator for more information on available services.

Customizing call logging

By default, your handheld logs all calls that you place or receive on the Messages screen. You can customize the Phone application so that your calls do not appear on the Messages screen. You can also specify which calls should be logged.

To customize call logging

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Phone Options screen appears.
3. Click **Call Logging**. The Call Logging screen appears.
4. If you want to prevent phone calls from being listed on the Messages screen, in the **Show Logs In Message List** field, press **SPACE** to set the option to **No**.
5. If you are logging phone calls, you can change the types of phone calls that are logged, using the check boxes at the bottom of the screen. By default, all types of calls **(Incoming Calls (Completed)**, **Outgoing Calls (Completed)**, **Attempted Calls**, and **Missed Calls)** are logged. Press **SPACE** to clear or select the check box.
6. Click the trackwheel to view the menu, and then click **Save**.

You return to the Phone Options screen. Your phone calls are logged as you have specified.

Setting call barring

If your SIM card has been provisioned for call barring, you can prevent all calls or specific calls from being received on your handheld.

Note: When you enable or disable call barring, you must type a password. Your service provider provides you with a default password. You can change this password on the Call Barring screen.

If your SIM card has not been provisioned for call barring, the message **Barring not available** appears on your screen. Contact your service provider or network operator for more information on call barring.

To enable call barring

1. On the Home screen, click the **Phone** icon. The Phone screen appears.

2. Click the trackwheel to view the menu, and then click **Options**. The Phone Options screen appears.
3. Click **Call Barring**. If your SIM card is provisioned for call barring, the Call Barring screen appears.
4. To bar incoming calls, select an option in the **Incoming Calls** section. You can select either **All Incoming** or **Incoming If Roaming**. Click the trackwheel to view the menu, and then click **Enable**. The Enter Password dialog box appears.
5. Type your call barring password. The Call Barring option is enabled.
6. Repeat steps 4 and 5 for outgoing calls. In the **Outgoing Calls** section, you can select one of **All Outgoing**, **Int'l Calls**, or **Int'l Not to Home PLMN**.

Note: You can only select one of the call barring options in each section.

You can choose to bar all incoming calls or to bar incoming calls only when you are roaming into a wireless coverage area that does not belong to your home network.

You can choose to bar all outgoing calls, international calls, or international calls that are not within your home network's coverage area.

7. Click the trackwheel to view the menu, and then click **Save**.

You return to the Phone Options screen. Calls are barred as you have specified.

To change your call barring password

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Phone Options screen appears.
3. Click **Call Barring**. If your SIM card is provisioned for call barring, the Call Barring screen appears.
4. Click the trackwheel to view the menu, and then click **Change Password**. The Current Password dialog box appears.
5. Type your current call barring password and click the trackwheel. The New Password dialog box appears.
6. Type a new call barring password and click the trackwheel. You must type your new password again to verify it.

Your call barring password is changed.

To disable call barring

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Phone Options screen appears.
3. Click **Call Barring**. If your SIM card is provisioned for call barring, the Call Barring screen appears.
4. Select the call barring option that you want to disable and click the trackwheel to view the menu. Click **Disable**.
5. Click the trackwheel to view the menu, and then click **Save**.

You return to the Phone Options screen and your call barring option is disabled.

Setting general phone options

On the General Options screen, you can customize the following options:

- **Auto Answer:** Set whether you want the handheld to automatically answer incoming phone calls when you remove your handheld from the holster. Choose from **Out of Holster** and **Never**. By default, this field is set to **Never**.
- **Auto Hangup:** Set whether you want the handheld to automatically end phone calls when you insert your handheld in the holster. Choose from **Into Holster** and **Never**. By default, this field is set to **Never**.

Note: The **Auto Hangup** option does not apply if you are using the headset with your handheld.

- **Confirm Delete:** Select whether you want to confirm the deletion of phone numbers and contacts from the Phone screen. By default, this option is set to **Yes**.
- **Sort By:** Set whether you want to sort your list of contacts on the Phone screen by **Name**, **Most Recent**, or **Most Used**.
- **Restrict My Identity:** Set whether you want your identity restricted when you place calls from your handheld. By default, this field is set to **No**.

To set general phone options

1. On the Home screen, click the **Phone** icon. The Phone screen appears.

2. Click the trackwheel to view the menu, and then click **Options**. The Phone Options screen appears.
3. Click **General Options**. The General Options screen appears.
4. Select the field that you want to set, and then press **SPACE** to scroll through your options. Release **SPACE** when you set the option to your preference.
5. After you edit the fields, click the trackwheel to view the menu, and then click **Save**.

You return to the Phone Options screen and the general options are set as you have specified.

Customizing call forwarding

You can customize two profiles for call forwarding. With the **All Calls** profile, you can set a phone number to which all phone calls should be directed. With the **Unanswered Calls** profile, you can set the phone numbers to which calls should be forwarded if your handheld's Phone is busy, if there is no reply, or if your handheld is not reachable. After you customize the profiles, you can enable and disable them. You can only enable one profile at a time.

Note: If your SIM card has not been provisioned for call forwarding, the message **Forwarding not available** appears on your screen. Contact your service provider or network operator for more information on call forwarding.

To customize call forwarding profiles

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Phone Options screen appears.
3. Click **Call Forwarding**. If your SIM card is provisioned for call forwarding, the Call Forwarding screen appears.
4. Select **All Calls** and click the trackwheel to view the menu. Click **Edit**. The Edit Forwarding Profile screen appears.
5. In the **Phone Number** field, type the phone number to which you want all calls forwarded.
6. Click the trackwheel to view the menu, and then click **Save**. You return to the Call Forwarding screen.

7. Select **Unanswered Calls** and click the trackwheel to view the menu. Click **Edit**. The Edit Forwarding Profile screen appears.
8. Type phone numbers in the **Busy**, **No Answer**, and **Unreachable** fields.
9. Click the trackwheel to view the menu, and then click **Save**.

You return to the Call Forwarding screen.

To enable a call forwarding profile

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Phone Options screen appears.
3. Click **Call Forwarding**. If your SIM card is provisioned for call forwarding, the Call Forwarding screen appears.
4. Select the profile that you want to use for call forwarding (either **All Calls** or **Unanswered Calls**). Click the trackwheel to view the menu, and then click **Enable**.
5. Click the trackwheel to view the menu, and then click **Close**.

You return to the Phone Options screen. Phone calls that your handheld receives are redirected based on the call forwarding profile that you have selected.

Note: To quickly enable a call forwarding profile, select it and press **SPACE**. Press **SPACE** again to disable it.

The call forwarding icon appears in the handheld status section of the screen when the **All Calls** profile is enabled.

To disable a call forwarding profile

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Phone Options screen appears.
3. Click **Call Forwarding**. If your SIM card is provisioned for call forwarding, the Call Forwarding screen appears.
4. Select the profile that you have selected for call forwarding. Click the trackwheel to view the menu, and then click **Disable**.
5. Click the trackwheel to view the menu, and then click **Close**.

You return to the Phone Options screen. You will receive all calls on your handheld.

Tip: To quickly disable a call forwarding profile, select it on the Call Forwarding screen and press **SPACE**. Press **SPACE** again to enable it.

Setting smart dialing options

The fields on the Smart Dialing screen specify the dialing properties for your handheld.

To set smart dialing options

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Phone Options screen appears.
3. Click **Smart Dialing**. The Smart Dialing screen appears.
4. You can change your country code and the value for your default national phone number length. You can also type your area code.

Note: The default phone number length that you type in the **National Number Length** field specifies the default length for phone numbers in your current country. This value includes your area code and local number, but does not include your country code or your National Direct Dialing prefix. When you type your area code, do not include your National Direct Dialing prefix.

5. Click the trackwheel to view the menu, and then click **Save**.

You return to the Phone Options screen.

To set corporate dialing

If you regularly call contacts at the same company who have different extensions, you can configure the Smart Dialing screen so that you only need to dial the extension.

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Phone Options screen appears.
3. Click **Smart Dialing**. The Smart Dialing screen appears.

4. In the **Corporate Phone** field, type the company's main phone number.

Note: If you have configured the other smart dialing options, you do not need to add the area code or the country code to this number.

5. In the **Pause Before Extension** field, set the amount of time that the handheld should wait before dialing the extension. The default is **2 seconds**. Press **SPACE** to scroll through your options. Release **SPACE** when you set the option to your preference.
6. Click the trackwheel to view the menu, and then click **Save**.

You return to the Phone Options screen.

After you configure corporate dialing, on the Phone screen, press **SPACE** when you are not connected to a phone call to open the Enter Phone Number dialog box. Hold the **8** key and release it when the letter **x** appears, and then type the extension. The handheld dials the company's main number, pauses for the specified period of time, and then dials the extension.

Tip: In your Address Book application, when you add or edit contacts at the same corporate number, you only need to include **x** and the extension number.

Calling voice mail

If your handheld's SIM card is provisioned for voice mail, the voice mail access number is obtained automatically from the SIM card. Contact your service provider or network operator for more information on enabling voice mail for your SIM card.

To call voice mail

You can use your handheld to check your voice mail messages.

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Click the trackwheel to view the menu. Click **Call Voice Mail**.

Your handheld dials your voice mail access number. Follow the prompts to listen to your messages.

Note: If your SIM card is provisioned for voice mail and a new voice mail message is received, the **Call Voice Mail** menu item appears on the menu of all handheld applications. In addition, the voice mail icon appears in the handheld status section of the screen.

If your SIM card is not provisioned for voice mail and you have not typed a voice mail access number on the Voice Mail screen, you are prompted to type it before you continue.

To call your handheld voice mail, you can place a phone call to your handheld's phone number. You are directed to your voice mail automatically. If your SIM card has not been provisioned for voice mail and you have not entered a voice mail access number, you are prompted to type a voice mail access number before you continue.

To edit your voice mail access number

If your SIM card is not provisioned for voice mail or if you want to choose an alternate voice mail system, you can edit the voice mail access number manually.

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Phone Options screen appears.
3. Click **Voice Mail**. The Voice Mail screen appears.
4. In the **Access Number** field, delete the voice mail access number (if one appears) and type the number that your handheld should dial to gain access to your voice mail.
5. In the **Additional Numbers** field, type any additional numbers for your voice mail, such as a password.
6. Click the trackwheel to view the menu, and then click **Save**.

You return to the Phone Options screen.

Using phone call notes

After your phone call ends, you can make notes to record the details of your conversation. The call notes are saved as part of the call log (along with the call date, time, length, and any conference call members.) Only one set of call notes is associated with each call.

You can add, edit, and delete your call notes, or forward them to an email address.

Note: If you delete the phone call log, the call notes are also deleted.

You can only edit, forward, and delete call notes if you log phone calls on the Messages screen. On the Call Logging screen of the Phone Options, set the **Show Logs In Messages List** field to **Yes**.

If you are using a headset with the handheld, you can add call notes while you are connected to a phone call. While you are connected a phone call, click the trackwheel to view the menu, and then click **Notes**. Add any notes that you want to make for the phone call. When the call ends, the notes are automatically saved.

To add call notes

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select the phone call for which you want to add call notes. Click the trackwheel to view the menu, and then click **Open**. The View Call Log screen appears, listing the details of the phone call.
3. Click the trackwheel to view the menu, and then click **Add Notes**. Type any notes that you want to associate with this call.

Phone screen menu - Notes item

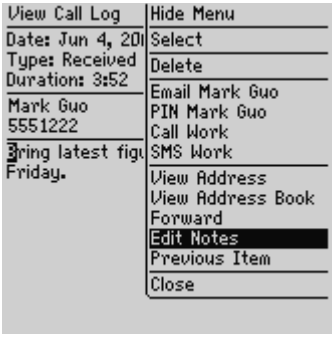
4. After you finish making notes, click the trackwheel to view the menu, and then click **Save Notes**.

You return to the View Call Log screen.

Note: While you are on a phone call, you can exit the call notes feature by pressing **ESC** or by clicking **Hide Notes** on the menu. Your call notes are saved automatically and you return to the Active Call screen.

To edit call notes

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select the phone call that contains the notes that you want to edit. Click the trackwheel to view the menu, and then click **Open**. The View Call Log screen appears, listing the details of the phone call and any associated call notes.
3. Click the trackwheel to view the menu, and then click **Edit Notes**. Make any changes to your call notes.



View Call Log screen menu - Edit Notes item

4. After you edit the notes, click the trackwheel to view the menu, and then click **Save Notes**.

You return to the View Call Log screen with your call notes changed.

Note: To clear the notes that are associated with a call, edit the call notes and click the trackwheel to view the menu. Click **Clear Field**. The call notes are deleted.

To forward call notes

You can forward the details of your phone call to an email address. Forwarding call notes is useful if you want to keep the notes that you made during the call but do not want to keep the call log on your handheld.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select the phone call that contains the associated notes that you want to forward. Click the trackwheel to view the menu, and then click **Open**. The

View Call Log screen appears, listing the details of the call and any associated call notes.

3. Click the trackwheel to view the menu, and then click **Forward**. The Select Address screen appears.
4. Select the contact to whom you want to forward the call notes and click the trackwheel to view the menu. Click **Email**.

Note: If you have recorded more than one email address for your contact, you are prompted to select the address to which you want to forward the call notes.

The details of the call (the date, duration, and name of the contact) are also included when you forward the call notes.

5. In the email message that appears, add any additional notes, and then click the trackwheel to view the menu. Click **Send**.

You return to the Messages screen, and you can view the status of your sent message.

Using pauses and waits

You can add pauses and waits to your contacts' phone numbers in your handheld Address Book. When you add a pause or wait in the phone number, your handheld automatically sends the next numbers that you specify (for a pause) or prompts you to send the next numbers (for waits).

For example, if you regularly call an automated information service that requires a password, you could specify a pause in the phone number to automatically enter your password. You could then enter a wait in the phone number to select the information service that you request most often.

Tip: Refer to "Adding pauses and waits" on page 121 for more information on adding pauses and waits to your handheld Address Book entries.

To place calls using pauses or waits

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Begin typing the name of a contact from your Address Book. The Find screen appears, listing all the contacts whose names contain the letters that you

typed. For this example, select a contact whose Address Book entry contains a phone number with a pause or a wait.

3. Select the contact, and click the trackwheel to view the menu. Click **Call**. Your handheld dials the number.

Note: In the Phone application, click the trackwheel to view the menu and then click **View Address** to view the Address Book entry for any of your contacts.

4. If you have entered a pause in the contact's phone number, the additional numbers are sent after two seconds. If you have entered a wait, a dialog box appears on your screen. This screen shows the additional numbers that you typed for this contact and prompts you to send the additional numbers. Click **Dial**.

You are connected to your contact.

Note: If you have entered **x** or **ext** in the **Work**, **Home**, and **Mobile** fields to specify a phone number extension, you are prompted to dial the extension. In the Dial Extension dialog box, click **Dial**.

Placing conference calls

You can call multiple contacts in a single phone call to set up a conference call.

Note: To use this feature of the Phone application, you must subscribe to it. Contact your service provider or network operator for more information.

To set up a conference call

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Begin typing the name of the contact whom you want to call. The Find screen appears, listing the contacts whose names contain the letters that you typed.
3. Select the contact and click the trackwheel to view the menu. Click **Call**. Your handheld dials the phone number that you selected.
4. While you are connected to the call, click the trackwheel to view the menu. Click **New Call**. The Select Address screen appears and the current call recipient is put on hold.

5. Select the name of the second contact and click the trackwheel to view the menu. Click **Call**.
6. After you connect to the second call, click the trackwheel to view the menu. Click **Join**. The Active Call screen shows that you are currently on a conference call with the two recipients.
7. To add another recipient to your call, click the trackwheel to view the menu. Click **Hold**. Repeat steps 4 to 6 to add additional contacts to your conference call.
8. When the conference call is complete, click the trackwheel to view the menu. Click **End Call**.

You return to the Phone screen.

Note: When you reach the maximum number of participants for conference calls, **Join** does not appear on the menu.

Viewing phone status

The Phone Info screen shows the duration of your last call and of all calls.

To view phone status

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Click the trackwheel to view the menu, and then click **Status**. The Phone Info screen appears, displaying the phone number for your handheld and the **Last Call** timer and the **Total Calls** timer.
3. Click the trackwheel to view the menu, and then click **Close**.

You return to the Phone screen.

To reset call timers

You can reset one or both of the Phone's timers.

1. On the Home screen, click the **Phone** icon. The Phone screen appears.

2. Click the trackwheel to view the menu, and then click **Status**. The Phone Status screen appears, displaying the phone number for your handheld and the **Last Call** and **Total Calls** timers.
3. Select the timer that you want to reset and click the trackwheel to view the menu. Click **Clear Timer**. The timer is reset to **0:00**.

Phone Info screen menu - Clear Timer item

Note: To clear all the timers for your Phone application, click the trackwheel to view the menu, and click **Clear All Timers**.

4. Click the trackwheel to view the menu, and then click **Save**.

The timer is reset and you return to the Phone screen.

Placing emergency calls

You can place calls to emergency numbers at any time, even if your handheld has a password set or does not have a SIM card inserted.

Warning: This feature is reserved for emergency calls ONLY. Only recognized emergency numbers (such as 911 or 112) are accepted when your handheld is locked.

To place emergency calls

1. If your handheld is locked with a password and you want to place an emergency call, click the trackwheel.

2. A dialog box appears with the message **Device is locked**. Click **Emergency Call**.
3. Another dialog box appears prompting you to confirm that you want to make the emergency call. Click **Yes**.
4. Type a recognized emergency phone number and click the trackwheel.

Your handheld dials the emergency phone number.

Note: When you have a password enabled on your handheld and your SIM card is removed, your handheld locks. Roll the trackwheel. The Device is locked dialog box appears. Click **Emergency Call** to dial the emergency phone number.

If your handheld radio is turned off when you attempt to place an emergency call, the radio is turned on automatically and the call is placed.

Tips for using the Phone application

- In number fields, type numbers without using **ALT**.
- To type a phone number extension, hold the **8** key. When the letter **X** appears, release the **8** key. Type the phone number extension.
- If your phone number contains letters or if you want to dial by name, press **RIGHT SHIFT** while you type the letters. The letters appear on your screen and the handheld translates the letters into the appropriate numbers.
- On the Phone screen, when you are not connected to a phone call, press **SPACE** to open the Enter Phone Number dialog box and type a phone number. Click **Call**.
- On the Phone screen, type a letter to open the Find screen. All contacts whose names contain that letter are displayed.
- When you are not connected to a phone call, click the phone key to open the Phone application.

Chapter 7
Using the Browser application

This section provides information on the following topics:

- Before you begin
- Navigating web pages
- Setting Browser configuration options
- Setting general Browser options
- Using the Find feature
- Viewing web addresses
- Using bookmarks
- Using bookmark subfolders
- Saving web pages to your Messages screen
- Closing the Browser application
- Tips for using the Browser application

Before you begin

To use your Browser, you must be in an area with sufficient wireless coverage for browsing web pages. You can browse web pages if **GPRS** and one or more bars appears with the wireless coverage indicator in the handheld status section of the screen. You might be able to browse web pages if **gprs** and one or more bars appears with the wireless coverage indicator.

Note: Depending on your service provider's plan, some applications might not be available on your handheld. Contact your service provider or network operator for more information on available services.

Depending on your service provider's plan, you might not be able to save bookmarks, open web pages from links in your messages, or type specific web site addresses. Contact your service provider or network operator for more information on using these features of the Browser application.

When you first receive your handheld, the Browser might not be activated. To determine whether your Browser is activated, start the Browser. If the startup screen appears, your Browser application has been activated. If the startup screen does not appear, contact your service provider or network operator.

You can also view the service books that are associated with the Browser to check your Browser application status.

To view the Browser service books

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **Service Book**. The Service Book screen appears.
3. If your Browser application is installed correctly and is active, several service book entries appear on the Service Book screen.

Note: If the service book configurations for your Browser application do not appear on the Service Book screen, contact your service provider or network operator.

Depending on your service provider's plan, the Service Book configurations for your Browser might be called **WAP Browser Config (service provider's name)**, **WAP Transport (service provider's name)**, and **IPPP Browser Config (service provider's name)**.

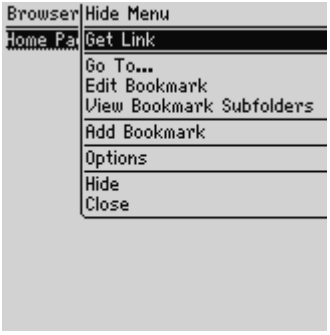
You can set your handheld to automatically accept the new service book entries it receives. In the Browser Options, on the General Properties screen, select the **Auto-Accept Service Books** check box. Refer to "Setting general Browser options" on page 165 for more information.

Navigating web pages

You can view web pages by clicking links, by using **Previous** and **Next**, or by using your Browser history. You might also be able to open web pages by using specific web page addresses and bookmarks.

To open web pages using links

1. On the Home screen, click the **Browser** icon. The startup screen appears.
2. Select a link and click the trackwheel to view the menu. Click **Get Link**.



Browser screen menu - Get Link item

The requested web page appears. The download progress of the page that you are trying to view is shown in the upper right corner of the screen. **Requesting** indicates that the Browser application is requesting content from the web site. **Loading** indicates that the web page is currently loading on your handheld. To stop loading the web page, click the trackwheel to view the menu and click **Stop**

.

Note: Depending on your Browser configuration, the Browser Bookmarks screen might appear when you start the Browser application. You might be able to set a different default subfolder that appears each time that you start the Browser application. Refer to "To set a default subfolder" on page 173 for more information.

To navigate in web pages

Depending on the configuration of the web page that you visit, customized links might appear in the menu or at the bottom of the screen beside your service provider name. You can use these links to open, navigate or make selections in web pages.

1. On the Home screen, click the **Browser** icon. The startup screen appears.
2. When you are viewing a web page select one of the following options:
   - Click the trackwheel to view the menu. Click a customized link.
   - Scroll to the bottom of the web page. Click a customized link.

To view next and previous web pages

1. On the Home screen, click the **Browser** icon. The startup screen appears.
2. When you are viewing web pages and you want to return to a web page that you viewed previously, click the trackwheel to view the menu. Click **Previous**.
3. To return to the web page, click **Next**.

Note: Depending on the web pages that you view, **Previous** or **Next** might not appear on the menu. In addition, these menu items might not appear if you select a bookmark or open the Go To dialog box.

You can also press **ESC** to return to a previously viewed web page. If you are currently viewing the startup screen and you press **ESC**, you are prompted to confirm that you want to close the Browser application. This prompt only appears if, in the Browser Options, on the General Properties screen, you have selected the **Confirm Close on Escape** option.

To view your Browser history

1. On the Home screen, click the **Browser** icon. The startup screen appears.
2. To view the list of web pages that you viewed most recently, click the trackwheel to view the menu, and click **History**. The History screen appears.

Note: The web page that you are currently viewing appears in bold.

3. Select the link for the web page that you want to view and click the trackwheel. The Go To dialog box appears.
4. Click **OK** to open the page or click **Cancel** to select another link.

Note: The History screen displays the 20 most recent web pages that you visited. After you clear the Browser application's cache, the list of web pages no longer appears on the History screen. Selecting a bookmark, opening the Go To dialog box, or viewing certain web pages might also clear the Browser application's history. Refer to "To clear the cache" on page 166 for more information on clearing the history manually.

To open web pages using web page addresses

1. On the Home screen, click the **Browser** icon. The startup screen appears.
2. Click the trackwheel to view the menu, and then click **Go To**. The Go To dialog box appears.

Go To dialog box - typing a web page address

3. Type the address of the web page that you want to view. Press **SPACE** to insert a period and press **SHIFT + SPACE** to insert a slash mark (/). Click **OK**.

The requested web page appears.

Note: Depending on your service provider's plan, you might not be able to use the Go To dialog box. Contact your service provider or network operator for more information.

To open web pages using bookmarks

1. On the Home screen, click the **Browser** icon. The startup screen appears.

2. Click the trackwheel to view the menu and click **Bookmarks**. The Browser Bookmarks screen appears. By default, your saved bookmarks appear on the Browser Bookmarks screen.
3. Select the bookmark for the web page that you want to view. Click the trackwheel to view the menu and click **Get Link**. The requested web page appears.

Note: Depending on your service provider's plan, you might not be able to use bookmarks. Contact your service provider or network operator for more information.

You can add, edit, and delete bookmarks. Refer to "Using bookmarks" on page 169 for more information. As your list of bookmarks grows, you can organize the bookmarks into folders and subfolders. Refer to "Using bookmark subfolders" on page 172 for more information.

Setting Browser configuration options

Your service provider or network operator automatically configures your Browser application through the Browser service books. These service books set the default Browser settings, such as whether you can use bookmarks, the default page that is loaded when you start the Browser, and the address of your home page. You can view the settings for your current service book on the Browser Configuration screen. You might be able to choose a specific configuration or change some of the Browser configuration settings.

To set Browser configuration options

1. On the Home screen, click the **Browser** icon. The startup screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Browser Options screen appears.
3. Click **Browser Configuration**. The Browser Configuration screen appears.
4. In the **Choose Browser Config** field, press **SPACE** to scroll through the available Browser configurations. Release **SPACE** when you have set the option to your preference.
5. In the **Home page address** field, type the web address for your home page. This field cannot be empty.
6. In the **On startup, load** field, press **SPACE** to select **Bookmarks Page**, **Home Page**, or **Last Page Loaded** as the first page that you want to view when you open the Browser application.

7. Click the trackwheel to view the menu and click **Save Options**.

Note: The **Transport CID**, **Transport UID**, **Session Timeout**, and **Constrained Content Mode** fields and the **Constrained Navigation**, **Config Values Editable**, and **Secure Access** check boxes are preset as part of the Browser application's service book configurations. You should not change them. Contact your service provider or network operator for more information.

You return to the Browser Options screen.

Setting general Browser options

On the General Properties screen, you can customize the following options:

- **Content Mode:** Select the type of content that your handheld should accept. Choose from **WML & HTML**, **HTML only**, or **WML only**. By default, this field is set to **WML & HTML**.
- **Emulation Mode:** Select how the content should be displayed. Choose from **RIM**, **Openwave (WAP)**, **Microsoft IE**, **MS Pocket IE**, or **Netscape**. By default, this field is set to **RIM**.
- **Smart Caching Expire Time:** Select how much time should pass before the Browser's cache is automatically cleared. By default this field is set to **0**.

Note: Certain web sites do not save web pages to the Browser cache. If you set this field, all web pages are cached. If you notice irregular behavior on a web site, set this field to **0**.

- **Load Images:** Select whether you want the Browser application to load all images. By default, this check box is selected.
- **Show Image Placeholders:** Select whether you want the Browser application to show image placeholders if images do not load correctly or if you clear the **Load Images** check box. By default, this check box is selected.
- **Confirm Delete Bookmarks:** Select whether you want to confirm whether bookmarks should be deleted. By default, this check box is selected. This check box appears only if you are able to use bookmarks.
- **Confirm Close on Escape:** Select whether you want to be prompted to close the Browser if you press **ESC** on the startup screen. By default, this check box is selected.

- **Confirm Execute WML Scripts:** Select whether you want confirmation before WML scripts are run. By default, this check box is not selected.
- **Start Links on New Line:** Select whether you want web page links to be displayed on separate lines on the screen. If you select this option, each web page link starts on a new line. By default, this check box is not selected.
- **Auto-Accept Service Books:** Select whether you want the Browser to automatically accept all Browser service books that are received by your handheld. Your handheld must have the correct service book entries before you can use the Browser application. By default, this check box is selected. Service books are automatically accepted by your handheld.

In addition, you can clear the page, raw data, and cookie caches to free memory space on your handheld.

To customize general Browser options

1. On the Home screen, click the **Browser** icon. The startup screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Browser Options screen appears.
3. Click **General Properties**. The General Properties screen appears.
4. In the field that you want to set, press **SPACE** to scroll through your options. Release **SPACE** when you set the option to your preference.
5. After you edit the fields, click the trackwheel to view the menu and click **Save Options**. The Browser Options screen appears.

Press **ESC** to close the Browser Options screen. You return to the web page that you were viewing.

Note: If you change an option on the General Properties screen, you must refresh the web page that you are viewing for any changes to take effect. Click the trackwheel to view the menu and click **Refresh**.

To clear the cache

You can refresh all web pages by clearing the Browser cache. Each cache can store up to ten items.

1. On the Home screen, click the **Browser** icon. The startup screen appears.

2. Click the trackwheel to view the menu, and then click **Options**. The Browser Options screen appears.
3. Click **General Properties**. The General Properties screen appears.
4. Click the trackwheel to view the menu and click **Clear All Caches**. The web pages that you previously viewed are deleted from the cache.

Note: To clear a specific Browser cache, click **Clear Page Cache**, **Clear Raw Data Cache**, or **Clear Cookie Cache**.

Using the Find feature

Your handheld's Find feature locates specific words and numbers within web pages.

To use the Find feature in a web page

1. On the Home screen, click the **Browser** icon. The startup screen appears.
2. Go to the web page on which you want to find a specific word or number.
3. Scroll to the top of the web page. Click the trackwheel to view the menu and then click **Find**. The Search for dialog box appears.

Tip: Your handheld's Find feature only locates a word or number that appears at or following your cursor. To search the entire web page, place your cursor at the top of the web page.

4. Type a word or number that you want to locate within the web page and click the trackwheel. The cursor moves to the first occurrence of the word or number that you specified.

Note: If the word or number is not found, the Not found dialog box appears.

5. After you locate a specific word or number, you can search for that word or number again. Click the trackwheel to view the menu, and then click **Find Next**.

The next occurrence of the word or number that you typed is selected.

Viewing web addresses

You can view addresses for web pages and links. You can view web page addresses at any time, but you can only view web link addresses after you select a link.

To view web page addresses

1. On the Home screen, click the **Browser** icon. The startup screen appears.
2. After loading the web page, click the trackwheel to view the menu and click **Page Address**. The Address dialog box appears, displaying the web page address, and the date and time that you last requested the web page.
3. Click **OK** to close the Address dialog box.

Tip: Instead of typing addresses each time that you want to view a specific web page, you can copy and paste web page addresses. With a web page address selected, click the trackwheel to view the menu, and then click **Copy Address**. When you copy a web address, it is saved until the next time that you copy an address. In the Go To dialog box, click **Paste Address**. The most recently copied web page address appears in the **Go To** field. Click **OK**. The requested web page appears.

You can also paste web addresses into messages, memos, appointments, and the other handheld applications.

To view web link addresses

1. On the Home screen, click the **Browser** icon. The startup screen appears.
2. After you select the link for which you want to view the address, click the trackwheel to view the menu and click **Link Address**. The Address dialog box appears, displaying the web link address.

Note: If **Link Address** does not appear on the menu, you might not have correctly selected a link. Links appear as underlined text. Select the link again and click the trackwheel to view the menu. Click **Link Address**. You have correctly selected an image link when the image's colors are reversed.

3. Click **OK** to close the Address dialog box.

Using bookmarks

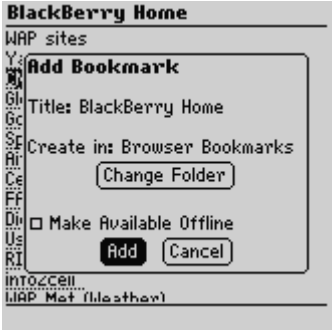
You can save the addresses of your most frequently viewed web pages as bookmarks so that you can view them in the future. By default, all bookmarks are added to the Browser Bookmarks folder.

Note: Depending on your service provider's plan, you might not be able to use bookmarks. Contact your service provider or network operator for more information.

You can use the desktop software's Backup and Restore tool to save the bookmarks on your handheld to your desktop. Refer to the *Backup and Restore Online Help* for more information about backing up your handheld.

To add bookmarks

1. On the Home screen, click the **Browser** icon. The startup screen appears.
2. Open a web page that you want to add to your Browser Bookmarks folder, click the trackwheel to view the menu and click **Add Bookmark**. The Add Bookmark dialog box appears.



Adding a bookmark - Add Bookmark dialog box

3. The title of your bookmark appears in the **Title** field. If you want to change the title, press **BACKSPACE** to delete it and type a new one.

Note: By default, the **Create in** field is set to **Browser Bookmarks** and all bookmarks are saved in that folder. Refer to "Using bookmark subfolders" on page 172 for more information on saving your bookmarks in a different subfolder and changing your default folder settings.

4. Press **SPACE** to select the **Make Available Offline** check box if you want to view this web page when you are not connected to the wireless network.

Note: If you make the web page available offline, you can open the bookmark when your handheld's radio is turned off or when you are out of a wireless coverage area. When you view a web page offline, the information might not be current. The web page displays the information that was current when you saved the bookmark.

5. When you finish making changes, click **Add**. The web page address is added to your bookmarks folder.

You return to the web page that you were viewing.

To edit bookmarks

1. On the Home screen, click the **Browser** icon. The startup screen appears.
2. Click the trackwheel to view the menu and then click **Bookmarks**. Your list of saved bookmarks appears.
3. Select the saved bookmark that you want to edit and click the trackwheel to view the menu. Click **Edit Bookmark**. A dialog box displays the address and title of the saved bookmark.
4. Make any changes to the **Address** and **Title** fields.

Editing a bookmark - Address dialog box

Note: If you make the web page available for offline viewing when you add it to your bookmarks, **Available Offline** appears in the dialog box. To change the **Available Offline** option, you must save the bookmark again. Refer to "To add bookmarks" on page 169 for more information.

5. After you make changes, click **Accept**.

You return to the Browser Bookmarks screen.

To delete bookmarks

You can delete bookmarks to manage your bookmark list more efficiently. You can also remove all bookmarks.

1. On the Home screen, click the **Browser** icon. The startup screen appears.
2. Click the trackwheel to view the menu and then click **Bookmarks**. Your list of saved bookmarks appears.
3. Select the saved bookmark that you want to remove. Click the trackwheel to view the menu.

Browser screen menu - Delete Bookmark item

4. To delete one bookmark, click **Delete Bookmark**. A dialog box appears confirming that you want to delete the bookmark. (This dialog box appears if the **Confirm Delete Bookmarks** check box is selected on the General Properties screen of the Browser options.)

   To delete all the bookmarks in a folder or subfolder, click **Remove All Bookmarks**. A dialog box appears confirming that you want to delete all bookmarks. (This dialog box appears if the **Confirm Delete Bookmarks** check box is selected on the General Properties screen of the Browser options.)

5. Click **Delete**.

You return to the Browser Bookmarks screen, and the bookmark is no longer listed.

Note: By default, the Browser Bookmarks screen always displays the **Home Page** bookmark. You cannot remove the **Home Page** bookmark.

Using bookmark subfolders

After you add bookmarks, you can organize them into subfolders. You can also specify a different default subfolder.

Note: If you save your bookmarks in subfolders or specify a different default folder, your saved bookmarks do not appear on the Browser Bookmarks screen. To view your folders and subfolders, click the trackwheel to view the menu and click **View Bookmark Subfolders**. Expand and collapse your subfolders until you find the one that you want.

To create subfolders

1. On the Home screen, click the **Browser** icon. The startup screen appears.
2. Click the trackwheel to view the menu and then click **Bookmarks**. Your list of saved bookmarks appears.
3. Click the trackwheel to view the menu and click **View Bookmark Subfolders**. The Bookmarks screen appears.
4. To add a subfolder to the Browser Bookmarks folder, click the trackwheel to view the menu and click **Add Subfolder**. Type a subfolder name.

Bookmarks screen - Subfolder dialog box

5. Click **OK**. The subfolder appears on the Browser Bookmarks screen.

Note: Folders that contain subfolders are marked with a folder that has a plus sign (+). To expand folders, click the trackwheel to view the menu and click **Open Folder**. To collapse folders, click the trackwheel to view the menu and click **Move Up**. To return to the Browser Bookmarks folder on the Bookmarks screen, click the trackwheel to view the menu and click **Go to Root**. To select a subfolder, click the trackwheel to view the menu and click **Select Folder**.

To set a default subfolder

1. On the Home screen, click the **Browser** icon. The startup screen appears.
2. Click the trackwheel to view the menu and then click **Bookmarks**. Your list of saved bookmarks appears.
3. Click the trackwheel to view the menu and click **View Bookmark Subfolders**. The Bookmarks screen appears.
4. Select the subfolder that you want to set as your default bookmarks folder. Click the trackwheel to view the menu and click **Set Default Folder**. A confirmation dialog box appears.
5. Click **OK**.

Note: When you add new bookmarks, verify that the new default folder name appears in the **Create in** field of the Add Bookmark dialog box. Refer to "To add bookmarks to subfolders" below for more information.

To add bookmarks to subfolders

1. On the Home screen, click the **Browser** icon. The startup screen appears.
2. Open a web page that you want to add to a folder and click the trackwheel to view the menu. Click **Add Bookmark**. The Add Bookmark dialog box appears.
3. The title of your bookmark appears in the **Title** field. If you want to change the title, press **BACKSPACE** to delete it and type a new one.
4. By default, bookmarks are added to the Browser Bookmarks folder. To specify a subfolder, click **Change Folder**. The Bookmarks screen appears.
5. Expand and collapse the folders to locate the subfolder into which you want to add your bookmark. Click the trackwheel to view the menu and click **Select Folder**. The Add Bookmark dialog box appears with the specified subfolder's name in the **Create in** field.

6. Click **Add**.

You return to the web page that you were viewing.

Saving web pages to your Messages screen

Instead of adding web pages to a bookmarks folder, you can save web pages on your Messages screen. The saved web page appears on your Messages screen with a **W** icon beside it. On the Messages screen, you can select a saved web page and start the Browser application to view it.

To save web pages to your Messages screen

1. On the Home screen, click the **Browser** icon. The startup screen appears.
2. Open a web site that contains a page that you want to save on your Messages screen and click the trackwheel to view the menu.
3. Click **Save Page**.

The requested web page is added to your Messages screen. You return to the web page that you were viewing.

Note: You can open saved web pages directly from your Messages screen. Refer to "To open web pages that are saved on the Messages screen" on page 175 for more information.

When you click **Close** after viewing the web page, you return to the Messages screen instead of the Home screen. The **Close** menu item returns you to the application that you were using before starting the Browser application.

To save requests

If the web page that you want to view takes too long to load in the Browser application, you can save the request on your Messages screen and view the request after the web page has loaded successfully. A **W** icon appears in the handheld status section of the screen to indicate that the requested web page has loaded successfully.

1. On the Home screen, click the **Browser** icon. The startup screen appears.

2. Open the web page that you want to view. While the web page is loading, click the trackwheel to view the menu and click **Save Request**.

Note: If the web page has already loaded, **Save Request** does not appear on the menu.

When the requested web page has loaded, it is added to the Messages screen. You can open the web page from the Messages screen when it has loaded successfully.

Browser icons

These icons appear on your screen to indicate the status of a particular web page.

Icon	Description
	saved web page waiting; this icon appears in the handheld status section of the screen
	unopened saved web page; this icon appears on the Messages screen
	opened saved web page; this icon appears on the Messages screen

To open web pages that are saved on the Messages screen

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a saved web page. Web pages are marked with a **W**. Click the trackwheel to view the menu.
3. Click **Open Page**. The requested web page opens in your Browser application.
4. After you view the web page, click the trackwheel to view the menu and click **Close**.

You return to the Messages screen.

Closing the Browser application

If you receive a message or a phone call while you are browsing web pages, you can switch to a different application without closing the current web page or disconnecting the Browser application from the wireless network. Click the trackwheel to view the menu and then click **Hide**. When you open the Browser application again, you return to the last web page that you were viewing.

If you want to stop using the Browser application, click the trackwheel to view the menu and click **Close**. The Browser is disconnected from the wireless network and you return to the Home screen or to the last application in which you were working. When you open the Browser again, the startup screen appears.

Note: On the startup screen, press **ESC** to close the Browser. You are prompted to confirm that you want to close the Browser application. This prompt only appears if, in the Browser Options, on the General Properties screen, you have selected the **Confirm Close on Escape** option.

Tips for using the Browser application

- Press **B** on the Home screen to start the Browser.
- While you are browsing a web page, press **T** to move to the top of the page.
- While you are browsing a web page, press **B** to move to the bottom of the page.
- Press **N** to go to the next page in the history.
- Press **H** to open the Browser home page.
- Press **R** to refresh a web page.
- Press **O** to open the Browser Options screen.
- Press **P** to open the Page Address dialog box.
- Press **L** to open the Link Address dialog box.
- Press **S** to save a web page address on your Messages screen.
- Press **SPACE** to scroll through a web page.
- Press **G** to open the Go To dialog box.
- In the Go To dialog box, press **SPACE** to insert a period and press **SHIFT + SPACE** to insert a slash mark (/).
- Press **K** to open the Browser Bookmarks screen.
- Press **A** to open the Add Bookmark dialog box.
- Press **ESC** when a page is loading to stop it from loading.

- Press **ESC** to return to the previous web page. If no previous web pages are available, you return to the startup screen.

Chapter 8
Using the Tasks application

This section provides information on the following topics:

- Setting task options
- Adding tasks
- Managing tasks
- Tips for using the Tasks application

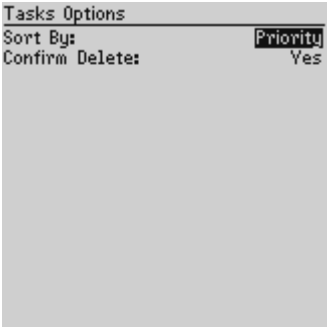
Setting task options

You can customize the following task options for your handheld.

- **Sort By:** Select how you want to sort your tasks on the Find screen. Choose from **Subject**, **Priority**, **Due Date**, or **Status**. By default, this option is set to **Subject**.
- **Confirm Delete:** Select whether you want to confirm the deletion of Task entries. By default, this option is set to **Yes**.

To set task options

1. On the Home screen, click the **Tasks** icon. The Find screen appears.
2. Click the trackwheel to view the menu and click **Options**. The Tasks Options screen appears.
3. Select the field that you want to set, and then press **SPACE** to scroll through your options. Release **SPACE** when you set the option to your preference.



Task Options screen - setting options

4. After you edit the fields, click the trackwheel to view the menu and click **Save**.

You return to the Find screen.

Adding tasks

Add new tasks to your handheld to keep a record of the things that you need to do.

To add tasks

1. On the Home screen, click the **Tasks** icon. The Find screen appears.
2. Click the trackwheel to view the menu and click **New**. The New screen appears.
3. In the **Task** field, complete the information for the task. Press **ENTER**.
4. In the **Status**, **Priority**, and **Due** fields, press **SPACE** to scroll through your options. Release **SPACE** when you set the field to your preference.

New screen - Adding a task

5. In the **Notes** field, add any additional information that you want to include for this task.
6. Click the trackwheel to view the menu and click **Save**.

Note: To clear a field, click the trackwheel to view the menu and click **Clear Field**.

Your new task is listed on the Find screen.

Tasks icons

These icons appear on the screen to provide additional information on your Task entries.

Icon	Description
	task has not started or is in progress
	task is deferred or is waiting
	task is complete

Task fields

The New screen contains the following fields:

Task: Type the subject of the task.

Status: Set the status of the task. Your options are **Not Started**, **In Progress**, **Completed**, **Waiting**, and **Deferred**. By default, this option is set to **Not Started**.

Priority: Set the priority of the task. Your options are **Normal**, **High**, and **Low**. By default, this option is set to **Normal**.

Note: If you set the **Priority** field to **High**, an exclamation mark appears beside the task on the Find screen.

If you set the **Priority** field to **Low**, a down arrow appears beside the task on the Find screen.

Due: Set the date by which the task is to be completed. Your options are **None** or **By Date**. If you select **None**, no due date is recorded for this task. If you select **By Date**, you can select the date by which this task is due. By default, this option is set to **None**.

Notes: Type any reference notes that you want to record about the task.

Managing tasks

You can also view, edit, and delete tasks and change a task's status.

To view and edit tasks

1. On the Home screen, click the **Tasks** icon. The Find screen appears.

2. Select the task that you want to view or edit, and then click the trackwheel to view the menu.
3. Click **Open**. The Edit Task screen appears, with the task details listed. Edit the task by changing the fields on this screen.
4. After you view or edit the task, click the trackwheel to view the menu and click **Save**.

You return to the Find screen.

Tip: You can use your handheld's cut, copy, and paste feature when you edit tasks. Refer to "Using cut, copy, and paste" on page 56 for more information.

To clear a field, click the trackwheel to view the menu and click **Clear Field**.

To change a task's status

1. On the Home screen, click the **Tasks** icon. The Find screen appears.
2. Select the task for which you want to change the status and click the trackwheel to view the menu.
3. Depending on the task's current status, click either **Mark Completed** or **Mark In Progress**.

The task's status is changed.

Note: Using the menu, you can only change the status of a completed task to **In Progress**. You can mark a task as **Completed** if it is marked as **Deferred**, **Waiting**, **Not Started**, or **In Progress**. To change a task to a status other than **Completed** or **In Progress**, you must edit the task. Refer to "To view and edit tasks" on page 182 for more information.

To delete tasks

1. On the Home screen, click the **Tasks** icon. The Find screen appears.
2. Select the task that you want to delete and click the trackwheel to view the menu. Click **Delete**.
3. A dialog box appears, prompting you to confirm that you want to delete the task. Click **Delete**. (This dialog box appears only if **Confirm Delete** is enabled on the Tasks Options screen.)

You return to the Find screen and the task is no longer listed.

Tip: To delete all completed tasks, select a task and click the trackwheel to view the menu. Click **Delete Completed**.

You can also delete tasks on the Edit Task screen.

Tips for using the Tasks application

- Type the first letters of a task to locate it on the Find screen.

Chapter 9
Using the Calendar application

This section provides information on the following topics:

- Before you begin
- Setting Calendar options
- Switching views
- Navigating the Calendar application
- Enabling wireless calendar synchronization
- Adding appointments
- Viewing and editing appointments
- Deleting appointments
- Managing meeting requests
- Tips for using the Calendar application

Before you begin

You can synchronize your desktop and handheld Calendars using the Intellisync tool. Refer to the *Intellisync Online Help* for more information.

Integration with enterprise email account

If you have integrated your desktop software with an enterprise email account, you can create, edit, view, and respond to meeting requests from your handheld. Refer to "Managing meeting requests" on page 202 for more information. You can also enable wireless calendar synchronization. Refer to "Enabling wireless calendar synchronization" on page 193 for more information.

Setting Calendar options

You can customize the following Calendar options for your handheld.

- **Enable Quick Entry:** Select whether you want to be able to add appointments quickly in Day view by selecting a time and typing a subject and location. By default, this option is set to **Yes**.
- **Initial View:** Select the Calendar view that you want to appear when you open the Calendar application. By default, this option is set to **Day**.
- **Default Reminder:** Select the default amount of time that the Calendar should use for appointment reminders. By default, this option is set to **15 Min**.
- **Confirm Delete:** Select whether you want to be prompted to confirm that appointments should be deleted permanently. By default, this option is set to **Yes**.
- **Start Of Day:** Select the time at which your day normally begins. By default, this option is set to **9:00 AM**.
- **End of Day:** Select the time at which your day normally ends. By default, this option is set to **5:00 PM**.
- **First Day Of The Week:** Select the day on which your week starts.

Note: If you set **Enable Quick Entry** to **No**, you can use shortcut keys in Day view. Refer to "Tips for using the Calendar application" on page 206 for more information.

To set Calendar options

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears.
2. Click the trackwheel to view the menu and then click **Options**. The Calendar Options screen appears.
3. In the field that you want to set, press **SPACE** to scroll through your options. Release **SPACE** when you set the option to your preference.
4. After you edit the fields, click the trackwheel to view the menu and click **Save**.

You return to the Calendar screen.

Changing views

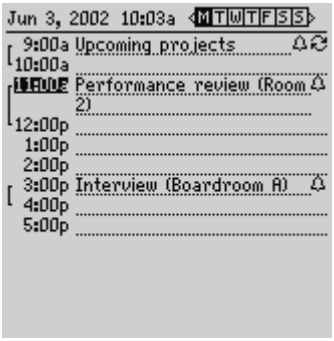
You can view your appointments in Day, Agenda, Week, or Month view.

To change Calendar views

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears, displaying your default Calendar view.
2. Click the trackwheel to view the menu and click one of **View Day**, **View Agenda**, **View Week**, or **View Month**.

Day view

This view displays the day that you select and includes any appointments for that day. The selected day of the week is outlined in the navigation bar at the top of the screen. The current hour is outlined. The subject for any appointments appears beside the start hour and a sidebar spans the length of the appointment. The location of the appointment (enclosed in parentheses) appears beside the subject.



Calendar - Day view

Agenda view

This view displays only the days on which you have appointments. The appointments appear in chronological order, with the earliest appointments listed at the top of the screen. Each entry in Agenda view includes the start time, subject, and location of the appointment. Two arrows at the top of the screen indicate that you can scroll to view more appointments.

Jun 3, 2002 10:35a
Mon, Jun 3, 2002
1:00p Meet with suppliers
Tue, Jun 4, 2002
10:00a Status update (Meeting room 2)
2:00p Performance review (Room A)
3:30p Interview (Room B)
Thu, Jun 6, 2002
11:30a Project review (Meeting room 4)
Tue, Jun 11, 2002
10:00a Status update (Meeting room 2)

Calendar - Agenda view

Calendar icons

In Day view or Agenda view, one or more of the following icons might appear on your handheld to indicate additional information for your appointments.

Icon	Description
	appointment was initiated with a meeting request
	appointment has a reminder set
	appointment has text typed in the **Notes** field
	appointment recurs
	recurring appointment has an exception
	appointment is an all-day event
	appointment spans multiple days; this icon appears in Agenda view for Microsoft Outlook users only

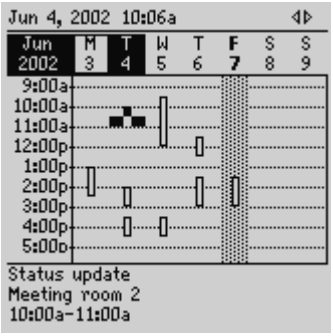
Week view

This view displays the week that you select, and includes any appointments for that week. Today's date is outlined. You can scroll vertically through your appointments by rolling the trackwheel. All appointments are marked with an outlined box that spans the length of the appointment.

Microsoft Exchange If you are using Microsoft Outlook as your desktop email program and your appointment spans multiple days, the outlined box spans the days on which the appointment is scheduled.

If an appointment is an all-day event, the day appears in bold. The column contains dotted lines to indicate that all the hours in the day are booked for an appointment.

When your cursor rests on an appointment, the subject, location, and time are displayed at the bottom of the screen. Hold **ALT** and roll the trackwheel to scroll horizontally through the appointments. Two arrows at the top of the screen indicate that you can scroll to view more appointments.



Calendar - Week view

Month view

This view displays the month that you select and includes any appointments for that month. Today's date is outlined. You can scroll horizontally or vertically through the days of the month. To scroll vertically, hold **ALT** and roll the trackwheel. Two arrows at the top of the screen indicate that you can scroll to view more appointments.

Days with appointments have a black bar to the left of the day. The size of the bar depends on the length of the appointment. For example, a 1-hour appointment has a short bar, while a 4-hour appointment has a long bar. The position of the bar depends on the start time of the appointment. For example, the bar for morning appointments typically appears near the top of the date. If the appointment is an all-day event, the date appears in bold.

Calendar - Month view

Navigating in the Calendar application

You can navigate to specific days or months using the Calendar application.

To navigate in Day view

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Day view.
2. To view a different day of the week, click the trackwheel to view the menu and then click the day that you want to view. The selected day appears.
3. To view the selected day in the next (or previous) week, click the trackwheel to view the menu and then click **Next Week** (or **Prev Week**). The selected day in the next (or previous) week appears.

Tip: To return to today's date, click the trackwheel to view the menu and then click **Today**. Today's date is shown.

To navigate in Agenda view

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Agenda view.
2. To view the next (or previous) day on which you have an appointment, click the trackwheel to view the menu and then click **Next Day** (or **Previous Day**). The next (or previous) day with an appointment appears at the top of the screen.

Tip: To return to the current date, click the trackwheel to view the menu and then click **Today**. If there are appointments scheduled, the current date is displayed. If there are no appointments scheduled for the current day, the next day with appointments is displayed.

To go to the previous day, hold **ALT** and roll the trackwheel up. To go to the next day, hold **ALT** and roll the trackwheel down.

To navigate in Week view

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Week view.
2. To scroll vertically between appointments, roll the trackwheel; to scroll horizontally between days, hold **ALT** and roll the trackwheel.

3. To view the next (or previous) week, click the trackwheel to view the menu, and then click **Next Week** (or **Prev Week**). The next (or previous) week appears.

Tip: To return to the current week in the current year, click the trackwheel to view the menu and then click **Today**. The current week is shown and today's date is selected.

You can scroll up past the first day of the week that is displayed on the screen to view the previous week. You can scroll down past the last day of the week to view the next week.

To navigate in Month view

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Month view.
2. To view a different month in the current year, click the trackwheel to view the menu, and then click the month that you want to view. The selected month appears.
3. To view the selected month in the next (or previous) year, click the trackwheel to view the menu, and then click **Next Year** (or **Prev Year**). The selected month in the next (or previous) year appears.

Tip: To return to the current month in the current year, click the trackwheel to view the menu, and then click **Today**. The current month is shown and today's date is selected.

To go to the same day of the next week hold **ALT** and roll the trackwheel. With your cursor at the end of the month, hold **ALT** and roll the trackwheel to go to the same day of the week in the following month.

You can scroll up past the month that is displayed on the screen to view the previous month. You can scroll down past the month that is displayed on the screen to view the next month.

To navigate to a specific date

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears.
2. Click the trackwheel to view the menu and click **Go to Date**. A dialog box appears.
3. Use the trackwheel to scroll between the month, date, and year fields, and press **SPACE** to select the exact date for which you want to view appointments.
4. After you select the date, press **ENTER** or click the trackwheel.

The date that you select appears in your chosen Calendar view.

Tip: To return to today's date, click the trackwheel to view the menu, and then click **Today**.

Enabling wireless calendar synchronization

If you enable wireless calendar synchronization, your desktop Calendar is synchronized with your handheld's Calendar. Any changes that you make to your desktop Calendar are reflected on your handheld, and vice versa. After this feature is enabled, you do not have to connect your handheld to your desktop for calendar synchronization to occur, because synchronization occurs over the wireless network.

Integration with enterprise email account

To enable wireless calendar synchronization, your handheld must be enabled on a BlackBerry Enterprise Server version 2.1 or later. Contact your system administrator for more information on whether you can enable wireless calendar synchronization.

To enable wireless calendar synchronization

Before you enable wireless calendar synchronization, connect your handheld to your desktop and synchronize your handheld and desktop Calendars using the **MS Outlook 98/2000**, **Lotus Notes 4.6**, or **Lotus Notes 5.0** translator. Refer to the *Intellisync Online Help* for more information on synchronizing. You should also back up your handheld Calendar. Refer to the *Backup and Restore Online Help* for more information.

1. In the BlackBerry Desktop Manager, double-click the **Intellisync** icon. The Intellisync window appears.
2. Click **Configure PIM**. The Handheld Configuration window appears.
3. Select the **Calendar** application and click **Choose**. The Choose Translator window appears.
4. From the list of available translators, select **BlackBerry Wireless Sync** and click **OK**. You return to the Handheld Configuration window.

Note: In the Choose Translator window, **Synchronize** is selected as the default operation. This operation keeps your handheld and desktop Calendars synchronized over the wireless network. If you change the operation to **Import**, any change that you make on your desktop Calendar is imported to your handheld Calendar over the wireless network. If you change the operation to **Export**, any change that you make on your handheld Calendar is exported to your desktop Calendar over the wireless network.

5. Verify that the check box beside the **Calendar** application is selected and click **OK**. You return to the Intellisync window.

Tip: If you have many appointments to transfer to your handheld, you might also want to select only the Calendar application for synchronization.

6. In the **Synchronize now** section at the top of the window, select the **Synchronize PIM** check box.
7. Click **Synchronize now** to transfer your desktop Calendar entries to your handheld. A dialog box appears. If you continue with the operation, your existing handheld Calendar entries are erased and are replaced with your desktop Calendar entries. Click **OK** to continue.

The desktop software performs a serial synchronization and the entries from your desktop Calendar are transferred to your handheld. Any subsequent calendar updates are sent over the wireless network. As long as the check box is selected beside the **Calendar** application in the Handheld Configuration window, wireless calendar synchronization is enabled. If you clear the check box or select a new translator, wireless calendar synchronization is automatically disabled.

If a change is made to an existing appointment or a new appointment is added in your desktop Calendar, and you have wireless calendar synchronization enabled, you do not receive notification of the change on your handheld. Check your handheld's Calendar regularly to see any updates.

Note: If you update your handheld with new applications, you might need to reconfigure wireless calendar synchronization.

To receive updates to your handheld Calendar, you must be within an area of sufficient wireless coverage. **GPRS** and one or more bars must appear with the wireless coverage indicator to receive updates over the wireless network.

Adding appointments

You can add new appointments to your handheld Calendar.

Warning: If you turn off your handheld using the power key or the **Turn Power Off** icon on the Home screen, Calendar reminders do not turn on the handheld and you are not notified. Set the Auto On/Off feature if you want Calendar reminders to turn on the handheld. Refer to "Auto On/Off" on page 220 for more information.

Integration with enterprise email account

If you have integrated your desktop software with an enterprise email account, you can create meeting requests. To create meeting requests, your handheld must be enabled on the BlackBerry Enterprise Server version 2.1 or later. Refer to "To create meeting requests" on page 202 for more information.

If you have enabled wireless calendar synchronization and are in an area of sufficient wireless coverage, new appointments that you create on your handheld are synchronized over the wireless network and appear on your desktop Calendar.

To add appointments

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears.
2. Click the trackwheel to view the menu and click **New**. The New Appointment screen appears.
3. In the **Subject** and **Location** fields, type information for the appointment.

Calendar - New Appointment screen

4. In the **Start** field, set the start date and time for the appointment. In the **Duration** field, set the length of time for which the appointment occurs. When

you modify this field, the **End** field automatically reflects the changes. (If you change the **End** field, the **Duration** field is automatically updated.)

5. In the **Reminder** field, set how much time in advance of the appointment that you want to be notified of it. If you do not want to be reminded of the appointment, set this field to **None**.

Note: If you want your appointment to recur regularly, follow steps 6 through 8. If you do not want your appointment to recur regularly, proceed to step 9.

6. In the **Recurrence** field, press **SPACE** until the desired recurrence option appears on your screen. Choose from **Daily**, **Weekly**, **Monthly**, **Yearly**, or **None**. For this example, select **Daily** to set an appointment that recurs on a daily basis. Below the **Recurrence** field, additional fields and a message appears, describing the recurrence pattern.
7. In the **Every** field, press **SPACE** until the desired amount of time between appointments appears. For this example, select **2** to set an appointment that recurs every second day.

   If you set your appointment to recur weekly, you can specify the day of the week on which it should recur. If you set your appointment to recur monthly or yearly, you can set whether you want the appointment to recur on the exact date or on the relative date. For example, you can specify that your recurring appointment occurs on the 28th of each month (exact date) or on the last Monday of each month (relative date).

New Appointment
All Day Event
Start: Wed, Apr 10, 2002 9:00 AM
End: Wed, Apr 10, 2002 10:00 AM
Duration: 1 Hour 0 Mins
Time Zone: Eastern Time (-5)
Reminder: 15 Min.
Recurrence: Weekly
Occurs every week until Apr 24, 2002 on Wed.
Every: 1
End: Date
Wed, Apr 24, 2002
Days: S M T W T F S
Notes:

New Appointment screen - setting a recurring appointment

8. In the **End** field, set the specific date on which the recurring appointment should end.

Microsoft Exchange If you are using Microsoft Outlook as your desktop email program, you can set the **End** field to **Never**. If you set this field to **Never**, your appointment recurs perpetually.

9. In the **Notes** field, type any additional notes for the appointment. After you create the appointment, click the trackwheel to view the menu and then click **Save**.

You return to the Calendar screen.

Tip: To clear a text field, click the trackwheel to view the menu, and then click **Clear Field**.

To add appointments quickly

If, on the Calendar Options screen, you have the **Enable Quick Entry** field set to **Yes**, you can add appointments quickly in Day view.

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Day view.
2. Scroll to a start time and type a name for the appointment. To add a location, type it in parentheses.
3. Roll the trackwheel to change the appointment's end time.
4. After you make changes for your appointment, click the trackwheel. The appointment appears on the Calendar screen.

Note: To add more information to the appointment, click the trackwheel to view the menu, and then click **Open**.

Appointment fields

The New Appointment screen contains the following fields:

Subject: Type the subject for the appointment.

Location: Type the location of the appointment.

All Day Event: Press **SPACE** to indicate whether the appointment occupies a full day.

Note: The date of an all-day event does not change when you change the time zone for your handheld.

Start: Select the start date and time for the appointment. The defaults are the date and time that are selected before entering the New Appointment screen. You can change the values for this field by pressing **SPACE**.

End: Select the end date and time of the appointment. The defaults are today's date and one hour after the start time. You can change the values for this field by pressing **SPACE**.

Lotus Domino If you use Lotus Notes as your desktop email program, appointments cannot span more than one day. The end date of your appointment must be the same as the start date.

Duration: Select the length of the appointment. When you modify this field, the **End** field automatically reflects the changes. By default, this option is set to **1 hour**.

Time Zone: Select the time zone in which the appointment occurs. By default, this option is set to **Eastern Time**.

Reminder: Select how early you want to be notified of the appointment. You can change this field by pressing **SPACE**. By default, this option is set to **15 Min**.

Recurrence: Set how often the appointment recurs. By default, this option is set to **None**.

Every: (This field only appears if you have set the **Recurrence** field to an option other than **None**.) Select the amount of time between recurring appointments. By default, this option is set to **1**.

End: (This field only appears if you have set the **Recurrence** field to an option other than **None**.) Set the specific date on which the recurring appointment should end.

Days: (This field only appears if you have set the **Recurrence** field to **Weekly**.) Select the day(s) on which you want the appointment to recur.

Relative Date: (This field only appears if you have set the **Recurrence** field to **Monthly** or **Yearly**.) Press **SPACE** to indicate that you want the appointment to recur on the selected day (instead of the specific date) every month or year.

Notes: Type any reference notes for the appointment.

Managing appointments

You can view, edit, and delete appointments in your chosen Calendar view.

Viewing and editing appointments

You can view or edit appointments at any time.

To view and edit appointments in Day, Agenda, or Week view

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Day, Agenda, or Week view.
2. Select the appointment that you want to view or edit and click the trackwheel to view the menu. Click **Open**.

   If you select a recurring appointment, you are prompted to indicate whether you want to view and edit all occurrences of the appointment (click **Open the series**) or only the selected appointment (click **Open this occurrence**). The Appointment Details screen appears.
3. Edit the information in any of the fields. To edit the **All Day Event**, **Start**, **End**, **Duration**, **Time Zone**, or **Reminder** fields, press **SPACE** to change options. Release **SPACE** when you set the field to your preference.

   Lotus Domino If you use Lotus Notes as your desktop email program, you cannot edit the **Start**, **End**, **Duration**, or **Time Zone** fields for a saved recurring appointment.
4. If you edit a recurring appointment, in the **Recurrence** field, press **SPACE** to change the settings.

   Lotus Domino If you use Lotus Notes as your desktop email program, you cannot edit the recurrence pattern of a saved appointment.
5. After you view or edit the appointment, click the trackwheel to view the menu, and then click **Save**.

You return to the Calendar screen.

Tip: To clear a text field, click the trackwheel to view the menu, and then click **Clear Field**.

If you are in Week view and want to view all the appointments for the day that you select, click the trackwheel to view the menu. Click **View Appts**. The appointments for the selected day appear in Day view. Press **ESC** to return to Week view.

To view and edit appointments in Month view

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Month view.
2. Select the day on which there are appointments that you want to view or edit. Click the trackwheel to view the menu and click **View Appts**. The appointments for the selected day appear in Day view.
3. Select the appointment that you want to view or edit and click the trackwheel to view menu. Click **Open**.

   If you select a recurring appointment, you are prompted to indicate whether you want to view and edit all occurrences of the appointment (click **Open the series**) or only the selected appointment (click **Open this occurrence**). The Appointment Details window appears.
4. Edit the information in any of the fields. To edit the **All Day Event**, **Start**, **End**, **Duration**, or **Reminder** fields, press **SPACE** to change options. Release **SPACE** after you set the field to your preference.

   Lotus Domino If you use Lotus Notes as your desktop email program, you cannot edit the **Start**, **End**, **Duration**, or **Time Zone** fields for a saved recurring appointment.
5. If you edit a recurring appointment, in the **Recurrence** field, press **SPACE** to change the settings.

   Lotus Domino If you use Lotus Notes as your desktop email program, you cannot edit the recurrence pattern of a saved appointment.
6. After you view or edit the appointment, click the trackwheel to view the menu and then click **Save**.

You return to the Calendar screen.

Tip: To clear a text field, click the trackwheel to view the menu, and then click **Clear Field**.

If you are in Month view and you click **View Appts** on the menu, your appointments appear in Day view. Press **ESC** to return to Month view.

Deleting appointments

You can maintain your Calendar efficiently by deleting old appointments to free memory space.

Microsoft Exchange If you have enabled Microsoft Outlook's Auto Archive feature and wireless calendar synchronization, appointments are deleted from your handheld when they are archived in Outlook.

To delete appointments in Day, Agenda, or Week view

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Day, Agenda, or Week view.
2. Select the appointment that you want to delete. Click the trackwheel to view the menu and click **Delete**.

   If the appointment is a recurring appointment, you are prompted to indicate whether you want to delete all occurrences of the appointment (click **Delete the series**) or only the selected appointment (click **Delete this occurrence**).

   If the appointment is not a recurring appointment, a dialog box appears confirming that you want to delete the appointment. (This dialog box appears only if **Confirm Delete** is enabled on the Calendar Options screen.) Click **Delete**.

You return to the Calendar screen and the appointment is no longer listed.

Integration with enterprise email account If you have integrated your desktop software with an enterprise email account and have enabled wireless calendar synchronization, any appointments that you delete from your handheld Calendar are also deleted from your desktop Calendar.

To delete appointments in Month view

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Month view.

2. Select the day on which there are appointments that you want to delete. Click the trackwheel to view the menu, and click **View Appts**. The appointments for the selected day appear in Day view.
3. Select the appointment that you want to delete and click the trackwheel to view the menu. Click **Delete**.

   If the appointment is a recurring appointment, you are prompted to indicate whether you want to delete all occurrences of the appointment (click **Delete the series**) or only the selected appointment (click **Delete this occurrence**).

   If the appointment is not a recurring appointment, a dialog box appears, confirming that you want to delete the appointment. (This dialog box appears only if **Confirm Delete** is enabled on the Calendar Options screen.) Click **Delete**.

You return to the Calendar screen and the appointment is no longer listed.

Integration with enterprise email account

If you have integrated your desktop software with an enterprise email account and have enabled wireless calendar synchronization, any appointments that you delete from your handheld Calendar are also deleted from your desktop Calendar.

Managing meeting requests

If you have integrated your desktop software with an enterprise email account, you can create, respond to, view, edit, and delete meeting requests on your handheld.

Integration with enterprise email account

To create meeting requests, your handheld must be enabled on the BlackBerry Enterprise Server version 2.1 or later.

If you have enabled wireless calendar synchronization and are in an area of sufficient wireless coverage, meeting requests are synchronized over the wireless network and appear on your desktop Calendar. **GPRS** and one or more bars must appear with the wireless coverage indicator to receive updates over the wireless network.

To create meeting requests

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears.

2. Click the trackwheel to view the menu, and click **New**. The New Appointment screen appears.
3. Roll the trackwheel to scroll from field to field, and add information for the meeting. Refer to "Appointment fields" on page 197 for more information on these fields.
4. After you add all the information for the meeting, click the trackwheel to view the menu and click **Invite Attendee**. Your handheld's Address Book appears, listing all your contacts.
5. Select an existing contact or create a new one. Click the trackwheel to view the menu, and click **Invite**. Repeat steps 4 and 5 until all invitees have been added to the meeting request.

Note: If you have specified more than one email address for a contact, you are prompted to select to which address the meeting request should be sent.

Do not invite yourself to the meeting. You are already registered as the meeting organizer.

If you want to change or remove attendees after you add them to the meeting, click the trackwheel to view the menu, and click **Change Attendee** or **Remove Attendee**.

6. Click the trackwheel to view the menu, and click **Save**. The appointment is added to your handheld.

If you have enabled wireless calendar synchronization, your desktop Calendar is also updated. A meeting request is sent to the invitees and a sent message appears on the Messages screen. This message contains a Meeting Request attachment. You can open this attachment to review the details of your meeting.

Any responses to your meeting request are received as messages in the Messages application. You can also open the meeting in the Calendar application and view whether an invitee has accepted or declined the meeting.

Note: If your handheld is in the cradle, it does not receive responses to your meeting requests if the **Don't forward when handheld is in the cradle** check box is selected. You can clear this option in the Redirector Settings tool, on the **General** tab.

To respond to meeting requests

You can respond to meeting requests that other users create. When you receive a meeting request, it appears on your Messages screen as a message.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.

2. Open the meeting request message. The details of the meeting are shown.
3. Click the trackwheel to view the menu.

   If you want to send a response without comments, click **Accept** or **Decline**.

   If you want to send a response with comments, click **Accept with comments** or **Decline with comments**. The Comments screen appears. Type your comments and click the trackwheel to view the menu. Click **Send**.

A response is sent to the meeting organizer.

Tip: To check your Calendar while you view the open meeting request, on the menu, click **View Calendar**. When you close your Calendar, you return to the open meeting request.

If you accept the meeting, your handheld and desktop Calendars are updated over the wireless network. The original message that contains the meeting request no longer appears on your Messages screen; it is replaced by the response message that you sent to the meeting organizer. You can view all the details from the original message by viewing the appropriate appointment on the Calendar screen or by opening the Meeting Response attachment in the sent message.

Note: If you are managing someone else's Calendar, meeting requests for that person are not delivered to your handheld. The meeting request remains at your desktop and you can accept it from there. After you accept it, the person's handheld and desktop Calendars are updated.

If your handheld is in the cradle, it does not receive responses to the meeting requests that you create if the **Don't forward when handheld is in the cradle** check box is selected. You can clear this option in the Redirector Settings tool, on the **General** tab.

To view meeting requests

You can view the details for meetings that you have organized, or meetings to which you have responded, by viewing the appointment in your handheld's Calendar. You can also view the details by opening the sent meeting request or meeting response on your Messages screen and viewing the Meeting Request or Meeting Response attachment.

If you have organized a meeting or the organizer has sent an update, the meeting details list who has accepted and who has declined.

To edit meeting requests

You can only edit the attendee list for a meeting if you are the organizer.

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears.
2. Open the appointment for which you are the organizer. Make any changes to the fields in this screen.

Lotus Domino If you are using Lotus Notes as your desktop email program, you cannot edit the **Start**, **End**, **Duration**, or **Time Zone** fields for a saved recurring appointment.

3. To add, edit, or delete invitees to your meeting, select the **Accepted** or **Declined** field and click the trackwheel to view the menu. Click either **Invite Attendee**, **Change Attendee**, or **Remove Attendee**. Your handheld's Address Book appears, listing all your contacts. Select an existing contact (or create a new one). Click the trackwheel to view the menu and then click **Invite**.
4. After you edit your meeting request, click the trackwheel to view the menu and then click **Save**.

The appointment is updated on your handheld and an updated meeting request is sent to all invitees. A sent message appears on the Messages screen. This message contains an updated Meeting Request attachment. You can open this attachment to review the details of your meeting.

Note: Do not invite yourself to the meeting. You are already registered as the meeting organizer.

To delete meeting requests

If you have not responded to a meeting request (either on your handheld or on your desktop) and you delete the meeting request message from your handheld Messages screen, the appointment is deleted and removed from both your handheld and your desktop Calendar. To avoid inadvertently missing a meeting, always respond to meeting requests either on your desktop or on your handheld.

After the meeting has occurred, you can delete the meeting from your handheld Calendar. Refer to "Deleting appointments" on page 201 for more information.

To cancel meetings

If you have wireless calendar synchronization enabled and you delete a meeting from your handheld Calendar, the appointment is removed from your desktop Calendar. No response message is sent to the meeting organizer.

If you are the organizer for a meeting and you delete the meeting from your handheld, you can send an email message that cancels the meeting. After you delete the meeting, the **Send cancellation to attendees** dialog box appears. Click **Yes** to send the email message.

Tips for using the Calendar application

- In Agenda view, Week view, or Month view, press **D** to go to Day view, **W** to go to Week view, **M** to go to Month view, and **A** to go to Agenda view.
- On the Calendar Options screen, set the **Enable Quick Entry** field to **No** for these shortcut keys to work in Day view.
- In Day view, hold **ALT** and roll the trackwheel to go to the previous or next day.
- In Day view, press **SPACE** to go to the next day and press **SHIFT + SPACE** to go to the previous day.
- In Week view, press **ALT** and roll the trackwheel to scroll horizontally through the days.
- In the Calendar application, hold **ALT** and press **BACK** to move to the previous day, week, or month.
- In the Calendar application, hold **ALT** and press **FORWARD** to move to the next day, week, or month.
- Press **T** to go to today's date, press **G** to go to a specific date, press **N** to go to the next day, week, or month, and **P** to go to the previous day, week, or month.
- On the Calendar Options screen, set the **Enable Quick Entry** field to **No** for these shortcut keys to work in Day view.
- Press **ENTER** to create an appointment at a selected time or to view an appointment, if one is selected.

Chapter 10
Using the MemoPad application

This section provides information on the following topics:

- Setting MemoPad options
- Adding memos
- Managing memos
- Tips for using the MemoPad application

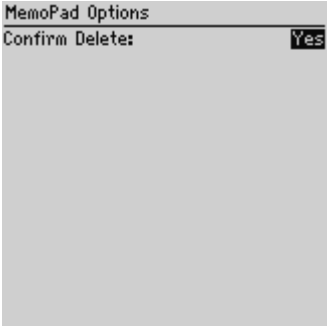
Setting MemoPad options

You can customize the following MemoPad option for your handheld.

- **Confirm Delete:** Select whether you want to confirm the deletion of memos. By default, this option is set to **Yes**.

To set MemoPad options

1. On the Home screen, click the **MemoPad** icon. The Find screen appears.
2. Click the trackwheel to view the menu and then click **Options**. The MemoPad Options screen appears.
3. Press **SPACE** to scroll through your options. Release **SPACE** after you set the option to your preference.



MemoPad Options screen

4. After you edit the field, click the trackwheel to view the menu, and click **Save**.

You return to the MemoPad screen.

Adding memos

You can add memos to your handheld to record new lists.

To add memos

1. On the Home screen, click the **MemoPad** icon. The Find screen appears.

2. Click the trackwheel to view the menu and then click **New**.

Find screen menu - New item

3. Type a title for your memo and press **ENTER**, and then type the body of the memo. If you do not type a title, you cannot save the memo.
4. After you compose the memo, click the trackwheel to view the menu, and click **Save**.

You return to the Find screen and your new memo appears, listed in alphabetical order.

Managing memos

You can view, edit, and delete memos on your handheld.

To view memos

1. On the Home screen, click the **MemoPad** icon. The Find screen appears.
2. Select the memo that you want to view. Click the trackwheel to view the menu and click **View**.

The full memo appears on the screen.

Tip: To edit a memo that you are viewing, click the trackwheel to view the menu, and then click **Edit**.

To edit memos

1. On the Home screen, click the **MemoPad** icon. The Find screen appears.
2. Select the memo that you want to edit and click the trackwheel to view the menu. Click **Edit**.
3. You can add or edit text. Hold **ALT** and roll the trackwheel to scroll horizontally through the text.

Tip: Use your handheld's cut, copy, and paste features when you edit memos. Refer to "Using cut, copy, and paste" on page 56 for more information.

You can clear the **Title** field and the entire body of a memo. Select the field that you want to clear (either the **Title** field or the memo's body text) and click the trackwheel to view the menu. Click **Clear Field**. The field is erased and you can add new text.

4. After you make changes to your memo, click the trackwheel to view the menu and click **Save**.

To delete memos

1. On the Home screen, click the **MemoPad** icon. The Find screen appears.
2. Select the memo that you want to delete and click the trackwheel to view the menu. Click **Delete**.
3. A dialog box appears prompting you to confirm that you want to delete the memo. (This dialog box appears only if **Confirm Delete** is enabled on the MemoPad Options screen.) Click **Delete**.

You return to the Find screen and the memo is no longer listed.

Tips for using the MemoPad application

- Type the first letters of a memo to locate it on the Find screen.
- Press **ENTER** on the Find screen with a memo selected to open the memo.
- Press **SPACE** to move down a page in an open memo.
- Press **SHIFT + SPACE** to move up a page in an open memo.

Chapter 11
Using the Calculator application

This section provides information on the following topics:

- Performing mathematical operations
- Performing measurement conversions
- Exiting the Calculator
- Tips for using the Calculator application

Performing mathematical operations

You can use your handheld's Calculator to perform standard mathematical operations.

To perform a calculation

1. On the Home screen, click the **Calculator** icon. The Calculator screen appears.
2. Use the keyboard to type the first number of the mathematical operation. You can also use the trackwheel to select the numbers that are displayed on the screen.
3. Click the operator that you want to use for this calculation.
4. Type the next number of the mathematical calculation.
5. Click the equal sign. The result of the calculation appears.

Tip: You can use your handheld's Calculator memory to save the results of a particular calculation. Use **MR**, **MC**, **MS**, and **M+** to respectively recall, clear, subtract, and add numbers to the Calculator memory. The current contents of the memory are shown at the top of the screen.

You can click the equal sign or press **ENTER** to display the result of a calculation.

Press **C** to clear your handheld display.

Performing measurement conversions

You can use your handheld's Calculator to convert numbers to and from metric measurements. You can convert centimeters to inches, meters to feet, meters to yards, kilometers to miles, kilograms to pounds, Celsius to Fahrenheit, liters to US gallons, liters to UK gallons, and reverse.

To convert measurements

1. On the Home screen, click the **Calculator** icon. The Calculator screen appears.
2. Type the number that you want to convert and click **Menu**.
3. Click the appropriate conversion direction, either **From Metric** or **To Metric**. For this example, select **From Metric**. A second menu appears, from which you can select the type of conversion to perform.

The converted results are shown on the Calculator's display.

Closing the Calculator

On the Calculator screen, click **Menu**. Click **Close**.

Tips for using the Calculator application

- On the Calculator screen, hold **ALT** and roll the trackwheel to scroll vertically.

Chapter 10
Customizing your handheld's options

This section provides information on the following topics:

- Setting the Alarm
- Using keyboard lock
- Customizing notification profiles
- Setting the Auto On/Off feature
- Using SIM card security
- Customizing handheld options
- Handheld options

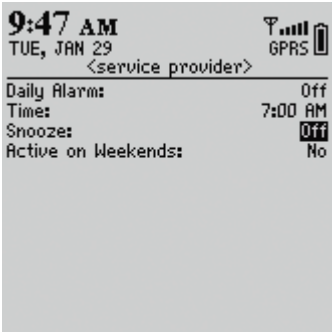
Setting the Alarm

Your handheld has an Alarm feature that you can set to tone or vibrate at a specific time. You can also specify whether the Alarm should notify you every day or only on weekdays.

Warning: If you turn off your handheld using the power key or the **Turn Power Off** icon on the Home screen, Alarm notifications do not turn on the handheld and you are not notified. Set the Auto On/Off feature if you want Alarm notification to turn on the handheld. Refer to "Setting the Auto On/Off feature" on page 217 for more information.

To set the Alarm

1. On the Home screen, click the **Alarm** icon. The Alarm screen appears.
2. In the field that you want to set, press **SPACE** to scroll through your options. Release **SPACE** when you set the option to your preference.



Alarm screen - setting options

3. After you set the fields, click the trackwheel to view the menu, and then click **Save**.

When the Alarm notifies you, the Daily Alarm dialog box appears; press **ENTER** or click the trackwheel to close it. This action does not disable the Alarm; it notifies you again at the set time even if it has been silenced. You must set the **Alarm** field to **Off** to disable the Alarm.

If you set the **Snooze** field, the Daily Alarm dialog box appears at the set time. Click the trackwheel or press **ENTER** to silence the notification for the set amount of time. The Alarm sounds again after the amount of time that is set in the **Snooze** field.

Note: When the Alarm notifies you, you can press any key to stop notification, but the Daily Alarm dialog box remains on the screen. Click the trackwheel or press **ENTER** to close the Daily Alarm dialog box.

Alarm fields

The Daily Alarm screen contains the following fields:

Alarm: Select whether you want the Alarm to notify you. By default, this field is set to **Off**.

Time: Set the time at which you want the Alarm to notify you. By default, this field is set to **00:00**.

Snooze: Select whether you want a snooze feature, and the interval at which you want the Alarm to sound again. Choose from **Off**, **1 Min**, **5 Min**, or **10 Min**. By default, this field is set to **Off**.

Active on Weekends: Select whether the Alarm should notify you every day, including Saturday and Sunday. By default, this field is set to **Yes**. With the field set to **No**, the Alarm notifies you on weekdays only.

Using keyboard lock

You can lock your handheld keyboard to avoid accidentally placing phone calls or typing characters. When you lock your keyboard, the Lock screen appears. If you type owner information in the Options application on the Owner screen, it appears on the Lock screen. You should include your contact information in the event that your handheld is lost.

1. On the Home screen, click the **Keyboard Lock** icon. The Lock screen appears.
2. To use your handheld again, double-click the trackwheel.

Note: You can also lock your handheld with a password. Refer to "Security" on page 225 for more information.

Customizing notification profiles

Your handheld has profiles that control notification. Within each profile, you can set different notification options for each of the following items:

Alarm: Set how your handheld notifies you of the Alarm.

Browser: Set how your handheld notifies you of saved web pages.

Calendar: Set how your handheld notifies you of appointment reminders.

Messages: Set how your handheld notifies you of incoming email, PIN, and SMS messages.

Phone: Set how your handheld notifies you of incoming phone calls.

Note: Depending on your service provider's plan, some items might not be available. Contact your service provider or network operator for more information on available services.

To enable a notification profile

1. On the Home screen, click the **Profiles** icon. The Profiles screen appears.
2. Select the profile that you want to enable. Click the trackwheel to view the menu and then click **Enable**. On the Profiles screen, the word **(On)** appears beside your selection.

Tip: On the Profiles screen, select a profile and press **SPACE** to enable it.

To add a notification profile

1. On the Home screen, click the **Profiles** icon. The Profiles screen appears.
2. Click the trackwheel to view the menu and then click **New**.
3. In the **Name** field, type a profile name.
4. Select the item for which you want to set notification options. Choose from **Alarm**, **Browser**, **Calendar**, **Messages**, or **Phone**. (For this example, select **Messages**.) Click the trackwheel to view the menu and then click **Edit**.
5. Select the field that you want to set and press **SPACE** to scroll through your options. Release **SPACE** when you set the option to your preference.
6. After you set the fields for this item, click the trackwheel to view the menu and then click **Save.** The list of items for which you can receive notification appears.

7. Repeat steps 4 to 6 to set the notification options for the other items.
8. Click the trackwheel to view the menu and then click **Save**.

Your new notification profile appears on the Profiles screen.

Note: After you add a new profile, you must enable it before your customized notification options take effect.

Profile fields

Each item for which you can be notified contains the following fields.

Out of Holster: Set how your handheld notifies you when it is out of the holster. Choose from **None**, **Tone**, **Vibrate**, and **Vibrate+Tone**.

In Holster: Set how your handheld notifies you when it is in the holster. Choose from **None**, **Tone**, **Vibrate**, and **Vibrate+Tone**.

Tune: Select the tune that you want to hear when you are notified. Choose from **BlackBerry 1**, **BlackBerry 2**, **BlackBerry 3**, **BlackBerry 4**, **BlackBerry 5**, **BlackBerry 6**, **Ring 1**, **Ring 2**, **Ring 3**, **Ring 4**, **Ring 5**, **Ring 6**, **UK Ring 1**, **UK Ring 2**, **UK Ring 3**, or **UK Ring 4**. To hear each tune, press **SPACE** to scroll through the options.

Volume: Select the volume for your notification tune. Choose from **Mute**, **Low**, **Medium**, **High**, or **Escalating**. If you select the **Escalating** option, notification volume progresses from quiet to louder notification.

Number of Beeps: Select how many times the notification sounds before it stops. Choose from **1**, **2**, or **3**.

Note: For your **Phone** items, your handheld provides continuous notification. For these items, the option that you set in the **Number of Beeps** field determines the number of times that the handheld sounds during notification.

Repeat Notification: Set whether you want to be reminded of any unopened messages. Choose from **None** or **LED Flashing**. You can select **LED Flashing** for the notification LED to remind you of unopened items.

Level 1 Notify Only: For the **Messages** item, set whether you want to be notified of all email or PIN messages or only those sent with a level 1 notification priority. Select **Yes** or **No**. Email and PIN messages that are sent to the handheld with level 1 notification appear on the Messages screen in bold.

Note: The priority with which email messages are forwarded to your handheld depends on the filter rules that are set in the desktop software and on the server. You can use the Redirector Settings tool to create a new filter that specifies which email messages are forwarded with Level 1 notification. Refer to the *Redirector Settings Online Help* for more information.

PIN messages are always considered as Level 1 messages if, on the Message List Options screen, you have set the **Consider PIN Level 1** field to **Yes**. Refer to "To set message options" on page 46 for more information.

Do Not Disturb: Set whether you want to stop all notification for the **Phone** item. Choose from **Yes** or **No**. If you set this field to **Yes**, you are not notified of incoming phone calls.

Note: If you are using the headset with your handheld and you have set the **In Holster** or **Out of Holster** fields to either **Vibrate** or **Vibrate+Tone**, you hear the notification that you set in the **Tune** field. The **Number of Beeps** field determines the number of times the notification sounds in the headset for the **Phone** item.

Settings for the default profiles

The handheld has four preprogrammed profiles: **Loud**, **Discreet**, **Quiet**, and **Default**. When you first receive your handheld, the **Default** profile is enabled. You cannot delete these profiles.

Loud profile

The following table outlines the default **Out of Holster** notification settings for each field of the **Loud** profile.

	Alarm	Browser	Calendar	Messages	Phone
Out of Holster	Vibrate + Tone	Vibrate + Tone	Vibrate + Tone	Vibrate + Tone	Vibrate + Tone
Tune	BlackBerry 1	BlackBerry 4	BlackBerry 2	BlackBerry 3	Ring 6
Volume	High	High	High	High	High
Number of Beeps	3	3	3	3	3
Repeat Notification	None	None	None	None	None

The following table outlines the default **In Holster** notification settings for each field of the **Loud** profile.

	Alarm	Browser	Calendar	Messages	Phone
In Holster	Vibrate + Tone	Vibrate + Tone	Vibrate + Tone	Vibrate + Tone	Vibrate + Tone
Tune	BlackBerry 1	BlackBerry 4	BlackBerry 2	BlackBerry 3	Ring 6
Volume	High	High	High	High	High
Number of Beeps	3	3	3	3	3
Repeat Notification	None	None	None	None	None

Discreet profile

The following table outlines the default **Out of Holster** notification settings for each field of the **Discreet** profile.

	Alarm	Browser	Calendar	Messages	Phone
Out of Holster	Tone	Vibrate	Vibrate	Vibrate	Vibrate
Tune	BlackBerry 1	BlackBerry 4	BlackBerry 2	BlackBerry 3	Ring 6
Volume	Low	Mute	Mute	Mute	Mute
Number of Beeps	3	3	3	3	3
Repeat Notification	None	None	None	None	None

The following table outlines the default **In Holster** notification settings for each field of the **Discreet** profile.

	Alarm	Browser	Calendar	Messages	Phone
In Holster	Tone	Vibrate	Vibrate	Vibrate	Vibrate
Tune	BlackBerry 1	BlackBerry 4	BlackBerry 2	BlackBerry 3	Ring 6
Volume	Low	Mute	Mute	Mute	Mute
Number of Beeps	3	3	3	3	3
Repeat Notification	None	None	None	None	None

Quiet profile

The following table outlines the default **Out of Holster** notification settings for each field of the **Quiet** profile.

	Alarm	Browser	Calendar	Messages	Phone
Out of Holster	None	None	None	None	None
Tune	BlackBerry 1	BlackBerry 4	BlackBerry 2	BlackBerry 3	Ring 6
Volume	Mute	Mute	Mute	Mute	Mute
Number of Beeps	1	1	1	1	1
Repeat Notification	None	None	None	None	None

The following table outlines the default **In Holster** notification settings for each field of the **Quiet** profile.

	Alarm	Browser	Calendar	Messages	Phone
In Holster	None	None	None	None	None
Tune	BlackBerry 1	BlackBerry 4	BlackBerry 2	BlackBerry 3	Ring 6
Volume	Mute	Mute	Mute	Mute	Mute
Number of Beeps	1	1	1	1	1
Repeat Notification	None	None	None	None	None

Default profile

The following table outlines the default **Out of Holster** notification settings for each field of the **Default** profile.

	Alarm	Browser	Calendar	Messages	Phone
Out of Holster	Tone	None	None	None	Tone
Tune	BlackBerry 1	BlackBerry 4	BlackBerry 2	BlackBerry 3	Ring 6
Volume	High	Mute	Mute	Mute	High
Number of Beeps	3	1	1	1	1
Repeat Notification	None	LED Flashing	LED Flashing	LED Flashing	None

The following table outlines the default **In Holster** notification settings for each field of the **Default** profile.

	Alarm	Browser	Calendar	Messages	Phone
In Holster	Tone	Vibrate	Vibrate	Vibrate	Vibrate + Tone
Tune	BlackBerry 1	BlackBerry 4	BlackBerry 2	BlackBerry 3	Ring 6
Volume	High	Mute	Mute	Mute	High
Number of Beeps	3	1	1	1	1
Repeat Notification	None	None	None	None	None

To edit notification profiles

1. On the Home screen, click the **Profiles** icon. The Profiles screen appears.
2. Select the profile that you want to edit and click the trackwheel to view the menu. Click **Edit**.
3. Select the item for which you want to edit the notification options. Select from **Alarm**, **Browser**, **Calendar**, **Messages**, or **Phone**. Click the trackwheel to view the menu, and click **Edit**.
4. In the field that you want to set, press **SPACE** to scroll through your options. Release **SPACE** after you set the option to your preference.
5. After you set the fields for this item, click the trackwheel to view the menu. Click **Save**. The list of items appears for which you can receive notification.
6. Repeat steps 3 through 5 to edit the notification options for the other items.
7. Click the trackwheel to view the menu and then click **Close**.

You return to the Profiles screen.

To delete a notification profile

1. On the Home screen, click the **Profiles** icon. The Profiles screen appears.

2. Select the profile that you want to delete and click the trackwheel to view the menu. Click **Delete**.
3. A dialog box appears prompting you to confirm that you want to delete the profile. Click **Delete**.

You return to the Profiles screen, and the profile is no longer listed.

Note: You cannot delete the default notification profiles.

Setting the Auto On/Off feature

You can set whether you want your handheld to turn on and off automatically at specified times. Setting the Auto On/Off feature also helps to conserve your handheld battery.

Warning: If you turn off your handheld using the Auto On/Off feature, Calendar reminders and Alarm notifications turn on the handheld. If you do not want the handheld to turn on for Calendar reminders or Alarm notifications, turn off the handheld using the power key or by clicking the **Turn Power Off** icon on the Home screen.

To set the Auto On/Off feature

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **Auto On/Off**. The Auto On/Off screen appears.
3. In the field that you want to set, press **SPACE** to scroll through your options.
4. Click the trackwheel to view the menu, and then click **Save**.

You return to the Options screen.

Auto On/Off fields

The Auto On/Off screen contains the following fields:

Weekday On: Configure the handheld to turn on automatically at a specific time on weekdays.

Weekday Off: Configure the handheld to turn off automatically at a specific time on weekdays.

Weekend On: Configure the handheld to turn on automatically at a specific time on the weekend.

Weekend Off: Configure the handheld to turn off automatically at a specific time on the weekend.

Note: Both **Weekday** and **Weekend** options have an **Enabled/Disabled** field. These fields must be set to **Enabled** for the handheld to turn on and off automatically.

Using SIM card security

You can enable or disable SIM card security and change your SIM card's PIN code.

Warning: If an incorrect PIN code is typed three times, your SIM card no longer functions. To use your handheld again, you must ask your service provider or network operator for the personal unblock key (PUK) for your SIM card.

To enable SIM card security

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **SIM Card**. The SIM Card screen appears. Verify that **Security Disabled** appears at the top of the screen.
3. Click the trackwheel to view the menu, and then click **Enable Security**. The Enter PIN Code dialog box appears.
4. Type your PIN code, and then click the trackwheel.

A dialog box with the message **Security Enabled** appears briefly on the screen.

To disable SIM card security

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **SIM Card**. The SIM Card screen appears. Verify that **Security Enabled** appears at the top of the screen.

3. Click the trackwheel to view the menu, and then click **Disable Security**. The Enter PIN Code dialog box appears.
4. Type your PIN code, and then click the trackwheel.

A dialog box with the message **Security Disabled** appears briefly on the screen.

To change the SIM card PIN code

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **SIM Card**. The SIM Card screen appears. Verify that **Security Enabled** appears at the top of the screen.

Note: If **Security Enabled** does not appear at the top of the screen. You must enable SIM card security before continuing. Refer to "To enable SIM card security" on page 218 for more information.

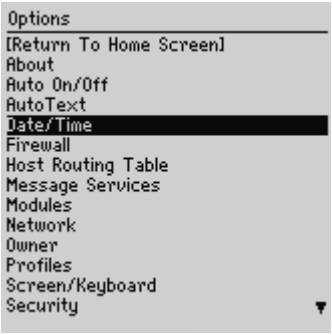
3. Click the trackwheel to view the menu, and then click **Change PIN Code**. The Enter PIN Code dialog box appears.
4. Type your PIN code, and then click the trackwheel. The Enter New PIN Code dialog box appears.
5. Type your new PIN code, and then click the trackwheel. You must type your new PIN code again to verify it.

A dialog box with the message **PIN changed** appears briefly on the screen.

Customizing handheld options

On the Options screen, you can type information in some fields and choose options in other fields to customize several of your handheld's features.

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click the handheld option that you want to change.



Options screen

3. In the field that you want to set, press **SPACE** to scroll through your options. Release **SPACE** when you set the option to your preference.
4. After you edit the fields, click the trackwheel to view the menu, and then click **Save**.

You return to the Options screen.

Handheld options

The following sections list further information on each of your handheld's options.

About

The About screen contains copyright information about your handheld. You cannot change the information on this screen. Press **ESC** twice to return to the Options screen.

Auto On/Off

Use the automatic on/off feature to maximize battery life and to maintain optimal, extended messaging performance. Refer to "Setting the Auto On/Off feature" on page 217 for more information.

AutoText

The AutoText screen contains a list of all the current AutoText entries. You can add, edit, and delete entries at any time. Refer to "Using AutoText" on page 51 for more information on how to work with AutoText entries.

Date/Time

Set the date and time on your handheld so that your messages, phone calls, and appointments contain the correct time stamp.

Tip: You can update the date and time automatically using the desktop software. Refer to the *Intellisync Online Help* for more information.

Time Zone: Select your time zone. Your handheld automatically adjusts the time depending on the time zone.

Time: Set the current time.

Time Format: Select a **12-hour** or **24-hour** clock.

Date: Set the current date.

Network Date: This field displays the current date on the wireless network.

Network Time: This field displays the current time on the wireless network.

Note: The information that you set in the **Time**, **Time Format**, and **Date** fields determines how the date and time appear in the handheld status section of the screen, and on the Calendar and Lock screens.

You can update your handheld date and time automatically by using the network date and time. Click the trackwheel to view the menu, and then click **Copy Network Time**. The date and time from the network are copied into the **Date** and **Time** fields on this screen. Click the trackwheel to view the menu, and then click **Save** to save the settings.

Firewall

If you have third-party applications on your handheld, the firewall option prevents these applications from sending or receiving information from your handheld without your knowledge. If a third-party application attempts to open a connection, you are prompted to allow or deny the connection.

You are prompted every time each application attempts to make a connection. If you do not want to be prompted each time that a request is made, select to allow or deny the connection and then select one of the check boxes in the **Don't ask this again** section at the bottom of the dialog box. Any further connections that the application attempts are allowed or denied, depending on what you select in this dialog box.

If you have set whether connections should be allowed or denied and then want to be prompted again, you can reset the settings, by following this procedure.

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **Firewall**. The Firewall screen appears.
3. Click the trackwheel to view the menu and click **Reset Settings**.

The settings are reset and you are prompted each time that a third-party application attempts to send or receive data from your handheld.

Note: The firewall feature does not apply to any of the applications that accompany your handheld. This feature only applies to third-party applications that you load onto your handheld.

Research In Motion does not in any way endorse or guarantee the security of third-party applications and your usage of third-party applications is your sole responsibility.

Host Routing Table

This option contains no user-variable settings.

Localization

If you have more than one language enabled on your handheld, you can change the locale for your handheld.

Locale: Select the language that you want to use on your handheld.

Message Services

Any services to which you have access are listed on this screen.

Messaging (CMIME): Select your default email service. Any new messages are sent to the selected message service.

Integration with new or ISP email account	If you have integrated your desktop software with a new or ISP email account, the default **Messaging** service is **Web Client**.
Integration with enterprise email account	If you have integrated your desktop software with an enterprise email account, the default **Messaging** service is **Desktop**.

Note: If you have integrated your desktop software with an enterprise email account and a new or ISP email account, more than one option appears in the **Messaging** field. Press **SPACE** to select the option that you want to set as your default, and then click the trackwheel to view the menu. Click **Save**. All email messages that you send from your handheld are sent from the default Message Service that you set on this screen.

Modules

This screen displays the version number of the installed applications. You cannot change the information on this screen.

You can view additional information about each module. Select a module for which you want to view more information and click the trackwheel to view the menu. Click **Module Information**.

Network

This screen displays your handheld's network settings.

Radio: Turn on and off your handheld's radio. In certain situations, such as on an airplane, it is important to turn off your handheld's radio to prevent radio frequency interference. Refer to "Important safety information" on page 7 for more information on radio frequency interference.

Scan Mode: Set whether you want the handheld to select the current network automatically or whether you want to select the current network manually. If you set this field to **Automatic**, the name of your service provider or network operator in the handheld status section of the screen changes to **Automatic Scan Pending**.

After you save the settings on the Network screen, the handheld scans for available networks and automatically selects the network with the best available wireless coverage. In most cases, this network is your home network. If you are

outside of your home network's wireless coverage area, the network that is associated with your home network with the best available wireless coverage is selected.

If you set this field to **Manual**, click the trackwheel to view the menu and click **Scan for Networks**. The handheld scans for all networks that are associated with your home network and lists them in decreasing order of level of wireless coverage. Select the network that you want your handheld to use and click the trackwheel to view the menu. Click **Select Network**. If your home network is found, or if only one network is found, it is selected automatically.

Active Network: This field shows the name of the network that is currently in use.

Note: You can register with the network on the Network screen. Click the trackwheel to view the menu and click **Register Now**. Unless you have been advised to do so, or if you have just received your handheld and it is not working, you should not register your handheld more than once.

Your home network is marked with an **H** on the Network screen.

Owner

The text that you type here appears on the Lock screen. If you do not type any owner information, a default message appears on the Lock screen.

Name: Type your name. You can type a maximum of 38 characters in this field.

Information: Type any additional information that you want to appear on the Lock screen. You should include your own (or your company's) contact information in the event that your handheld is lost. You can type a maximum of 126 characters in this field.

Profiles

The Profiles screen contains a list of notification profiles. You can enable, add, edit, and delete profiles at any time. Refer to "Customizing notification profiles" on page 209 for more information on customizing notification profiles.

Screen/Keyboard

On the Screen/Keyboard screen, you can change the LCD screen appearance by adjusting contrast levels and font size. You can also change the key rate and tone.

Screen Contrast: Adjust the screen's contrast if you are having difficulty seeing the screen. The default contrast level is **15**, but you can set it anywhere between **1** and **30**. If you are using your handheld in low light, try the backlighting feature. Press the power key to turn on your handheld's backlighting.

Font Family: View the font name. The default is **System**.

Font Size: Set the size of the font to be used on the screen. Choose from **8**, **10**, or **12**. By default, this option is set to **10**.

Key Tone: Set the key tone field to **On** if you want your handheld to emit a tone each time that you press a key. By default, this option is set to **Off**.

Key Rate: Set the speed (**Slow**, **Fast**, or **Off**) at which your cursor moves whenever **BACKSPACE**, **ENTER**, or **SPACE** are pressed and held. By default, this option is set to **Slow**.

Tip: The **Key Rate** setting controls an automatic capitalization feature. With **Key Rate** set to either **Slow** or **Fast**, you can hold a letter key to capitalize it.

Security

On the Security screen, you can set your password options for greater handheld security.

Password: Select whether you want to enable a password on your handheld. By default, this option is set to **Disabled**. Your password must be a minimum of four characters and can contain both letters and numbers. You cannot use a sequence of letters or numbers (for example, **abcd**) in your password.

Security Timeout: Set the duration of time (in minutes) that your handheld is idle before the Lock screen appears. The default setting is **2 Min**.

Note: The Lock screen shows your contact information (if you have typed it on the Owner screen). Type your password and click the trackwheel to resume using your handheld.

After you enable the password, you must type it again to open the Security screen, to connect to the desktop software, and to use the Application Loader. Refer to the *Getting Started Guide* for more information on your password and other handheld security features.

If you are connected to a phone call at the time that the **Security Timeout** field is set to lock the handheld, the handheld does not lock. After the phone call ends, the handheld locks again after the amount of time passes that is set in the **Security Timeout** field.

Service Book

This screen shows the service books on your handheld. Refer to the *Getting Started Guide* for more information on using service books on your handheld.

SIM Card

On the SIM Card screen, you can view subscriber data, information about your location and network, and your handheld's SMS-compatible phone number.

You can also enable, disable, and change your PIN code. Refer to "Using SIM card security" on page 218 for more information.

SMS

You can set the following options as the default options for every SMS message that you send or receive.

Leave messages on SIM Card: Select whether you want incoming SMS messages to be saved on your SIM card. By default, this option is set to **Yes**.

Note: With this option set to **Yes**, received SMS messages remain on your SIM card. If you do not delete SMS messages from your Messages screen on a regular basis, there might not be enough space on your SIM card to accept incoming SMS messages. If this is the case, you are prompted to delete some SMS messages before your handheld can receive any new SMS messages. Incoming SMS messages are held at the network until there is enough space on your SIM card to accept them.

If you remove your SIM card from your handheld and insert a different one, SMS messages that are saved on the first SIM card no longer appear on the Messages screen.

If you set this field to **No**, SMS messages are deleted from the SIM card after they appear on the Messages screen. When you delete an SMS message from your handheld's Messages screen, it is deleted from your SIM card.

Delivery Reports: Select whether you want to be notified when your SMS message is delivered to the contact. By default, this option is set to **Off**.

Validity Period: Set the amount of time that the service center keeps the SMS message if it cannot be delivered to your contact immediately. By default, this option is set to **Max**.

Sent As: Set the type of SMS message to send. By default, this option is set to **Text**.

Number of Previous Items: Select the number of previous SMS messages (sent to or received from the contact) that you want to be displayed when you view an SMS message. By default, this option is set to **7**.

Service Center: This field displays the phone number for the service center through which your SMS messages are sent. The default number is provided by your service provider on your SIM card.

Status

The Status screen provides information about your handheld and the wireless network. You cannot change the information on this screen.

Signal: This field shows the strength of your handheld's network signal, in decibel milliwatts (dBm).

Battery: This field shows the approximate amount of battery life remaining.

File Free: This field shows the amount of available memory, in bytes, to store messages, phone call logs, Address Book entries, AutoText entries, memos, tasks, and appointments.

File Total: This field shows the amount of memory, in bytes, that is currently being used.

PIN: This field shows your handheld's personal identification number (PIN).

IMEI: This field shows your handheld's International Mobile Equipment Identity (IMEI) number.

Note: You can display this number on the Home or Phone screen, by pressing ***#06# + ENTER**. Your handheld International Mobile Equipment Identity number appears. You cannot display this number while you are connected to a phone call.

O/S: This field shows the version of the operating system on your handheld.

Chapter 11
Troubleshooting

This chapter provides information on frequently asked questions and handheld error messages.

Frequently asked questions

This section provides answers to frequently asked questions about the Alarm, battery, Calendar, maintenance, the Home screen, the LCD screen, messages, punctuation, and storage.

Alarm

Why is my Alarm not notifying me?

- Verify that the **Alarm On/Off** field is set to **On**. When the Alarm is set, a bell icon appears on the Home screen. Refer to "Setting the Alarm" on page 208 for more information.
- Verify that the **Alarm** item is set correctly in your notification profile. The **Volume** field in your selected notification profile should be set to **Low**, **Medium**, **High**, or **Escalating**, instead of **Mute**. Refer to "Customizing notification profiles" on page 209 for more information.
- If you turn off your handheld using the power key or the **Turn Power Off** icon on the Home screen, Alarm notifications do not turn on the handheld. Set the handheld's Auto On/Off feature if you want your Alarm to notify you. Refer to "Setting the Auto On/Off feature" on page 217 for more information.

Battery

Why is my battery depleting quickly?

There are several reasons why your battery might deplete quickly. Following these suggestions can help extend battery life:

- Limit your use of the backlighting feature.
- Enable the handheld's Auto On/Off feature to conserve the handheld's battery at night or on weekends. Refer to "Setting the Auto On/Off feature" on page 217 for more information.
- If you are sending the same email message to more than one person, use multiple recipients in one message instead of transmitting the same message more than once. Refer to "Sending messages to several contacts at one time" on page 59 for more information on composing an email message to multiple recipients.
- Turn off your handheld's radio when you do not need to send or receive messages, place phone calls, or browse web pages, or when you are in an area without wireless coverage for an extended period of time.

If you have integrated your handheld with an enterprise email account, set filter rules in the desktop software's Redirector Settings tool to specify which email messages should be forwarded to your handheld. Refer to the *Redirector Settings Online Help* for more information.

If you have integrated your handheld with a new or ISP email account, set filter rules in the BlackBerry Web Client to specify which email messages should be forwarded to your handheld. Refer to the *BlackBerry Web Client Online Help* for more information.

What should I do if my handheld does not turn on?

Recharge your handheld's battery. Refer to the *Getting Started Guide* for more information on using and charging the battery.

If your handheld does not turn on after you recharge the battery, reset the handheld. Refer to "Maintenance" on page 231 for more information on resetting the handheld.

Calendar

I am using wireless calendar synchronization and I deleted a meeting request from my handheld. Now the appointment is not on my handheld or in my desktop Calendar. Why are meeting requests being deleted from my handheld and desktop Calendars?

If you do not respond to a meeting request (either on your handheld or on your desktop) and you delete the meeting request from your handheld's Messages screen, the appointment is deleted and removed from both your handheld and desktop Calendars. To avoid inadvertently missing a meeting, always respond to meeting requests either on your desktop or from your handheld's Messages application.

Why is the handheld not synchronizing over the wireless network?

The BlackBerry Enterprise Server, not the desktop software, controls wireless calendar synchronization. To synchronize your handheld Calendar over the wireless network, verify that

you are enabled on a BlackBerry Enterprise Server version 2.1 or later. Contact your system administrator to determine whether your company is using this server software version.

If you use the BlackBerry Desktop Redirector for Microsoft Exchange to forward your email messages, you cannot configure your handheld Calendar for wireless calendar synchronization.

Home screen

How do I return to the Home screen?

The screen that displays the applications icons and the date and time is called the Home screen. Press **ESC** to close application screens and return to the Home screen.

You can also select **Close** from an application menu or, on the Options screen, click **[Return to Home Screen]**.

LCD screen

What can I do if my LCD screen seems faint?

If you are operating your handheld in low light conditions, try using the backlighting feature. While the handheld is on, press the power key to activate backlighting. Backlighting turns off after ten seconds if you do not press a key or use the trackwheel. You can turn off the backlighting manually by pressing the power key again.

The handheld backlighting turns on automatically when you receive an incoming phone call.

If your screen seems faint all the time, check the **Screen/Keyboard** option on the Options screen. Refer to "Screen/Keyboard" on page 224 for more information on setting these fields.

Maintenance

I accidentally dropped my handheld in water and now it does not work. What should I do?

While a few drops of moisture should not damage your handheld, you should avoid placing it in direct contact with liquids. If your handheld is exposed to liquid and stops operating, let it dry out completely, allowing time for internal components to dry. If it does not begin to work again when it is dry, contact your service provider or network operator.

How can I reset my handheld?

On rare occasions, the handheld might report an internal handheld error message, and instruct you to press **R** to reset. You can also reset the handheld by pressing **ALT** + **SHIFT** + **BACKSPACE**.

A reset hole is located on the back of the handheld. If your handheld no longer responds when you press keys or use the trackwheel, insert one end of a paper clip into this hole to press the reset button. Your handheld restarts and should return to normal operation.

Messages

What is a PIN?

PIN stands for personal identification number. Each handheld has a unique address that is similar to a phone number. PINs are up to 8 digits long and cannot be modified or altered.

To find the PIN for your handheld, on the Home screen, click **Options**, and then click **Status**.

I sent a message and an X icon appears where the check mark usually appears. What should I do?

When an **X** appears beside a message that you sent from your handheld, a problem prevented the message from being sent properly. You can find out specifically what went wrong by opening the message and scrolling to the top of it. The **Message Status** field specifies the problem.

Refer to "Message status field error messages" on page 244 for more information.

Why am I not notified when new messages arrive?

Verify that the volume setting of the notification profile that you are using is set to **Low**, **Medium**, **High**, or **Escalating** instead of **Mute**. If the volume is set to **Mute**, you do not receive notification of new messages. If you are having difficulty hearing the notification, increase the volume or the number of beeps. Refer to "Customizing notification profiles" on page 209 for more information on changing your notification profile settings.

Why are email messages arriving at my handheld in an "Unknown" folder?

You must synchronize your email using the Intellisync tool to transfer the folder to your handheld that you created on your desktop. Refer to the "Reconciling email" topic of the *Intellisync Online Help* for more information. After you perform the email reconciliation, your handheld recognizes the new folder and any email messages that are redirected from that folder on your desktop are transferred to your handheld into the proper folder.

Why are new email messages on my handheld being marked as read?

If you briefly remove your handheld from the holster to stop notification, a new message might become marked as read. If you remove your handheld from the holster when you are notified of a new message, the new message is displayed on the screen. When you return your handheld to the holster, the message closes. Even if you did not actually read the message, your handheld might mark the message as read.

I deleted an email message on my desktop and then reconciled my email messages. Why are email messages not being deleted on my handheld?

You must configure the Message List Options screen so that messages deleted on your desktop are deleted on your handheld each time that you reconcile email messages using the Intellisync tool. Refer to "To delete email messages on your handheld and your desktop" on page 109 for more information.

Messages that are deleted on the desktop are moved into the Deleted Items folder. the messages are deleted on your handheld when the next email reconciliation occurs.

Microsoft Exchange

If you are Microsoft Outlook user on the Microsoft Exchange server, there are two scenarios that might prevent messages from being deleted on your handheld:

- In Microsoft Outlook, on the **Tools** menu, click **Options** and select the **Other** tab. Verify that have not selected the **Empty Deleted Items folder upon exit** option. If you empty your **Deleted Items** folder when you close Outlook, there is no method to verify where that message belongs. Without reference to the **Deleted Items** folder, the status of the message on your handheld cannot be updated and the message is not deleted.
- If you delete messages on your desktop using **SHIFT + DELETE**, the message is removed from your desktop and does not appear in your **Deleted Items** folder. Without reference to the **Deleted Items** folder, the status of the message on your handheld cannot be updated and the message is not deleted.

Messages are not being sent from my handheld. What should I do?

Verify that your handheld radio is turned on and verify that the network settings are correct. Your messages might not be transmitting for a few reasons:

- If a clock icon appears beside the unsent message, you are not in a wireless coverage area. You need to be in a location with sufficient wireless coverage for your messages to be sent. Check the wireless coverage indicator that is located in the top right corner of your handheld's Home screen. Refer to "Network status icons" on page 38 for more information on the wireless coverage indicator.
- If an **X** icon appears beside the unsent message, an error occurred during its transmission. Open the message and scroll to the top of it. The **Message Status** field indicates what happened. Refer to "Handheld error messages" on page 236 for more information on the error messages that appear in the **Message Status** field.
- If you have integrated your desktop software with an enterprise email account and a check mark appears beside the sent message but the recipient has not yet received it, check Microsoft Outlook or Lotus Notes and verify that a copy of the message appears in the **Sent Items** folder.

I have integrated my desktop software with an enterprise email account, but my email messages are not forwarded to my handheld. What should I do?

There are several reasons why email messages might not be forwarded to your handheld:

Microsoft Exchange

Is your computer turned on? If you are a Microsoft Exchange user and are using the BlackBerry Desktop Redirector and your computer is turned off, messages are not forwarded to your handheld. Your computer must be turned on any time that you want to receive messages on your handheld.

Is the BlackBerry Desktop Redirector running? If you are a Microsoft Exchange user and you are using the desktop redirector to forward your email messages and it is not running, messages are not forwarded to your handheld. If your company uses the BlackBerry Enterprise Server to forward your email messages, you do not need to have the desktop redirector running. Look for the Desktop Redirector icon in the right corner of your Windows taskbar. If it appears, the desktop redirector is running. If it does not appear, click **Start** on the Windows taskbar and select **Programs > BlackBerry > BlackBerry Desktop Redirector**.

- **Is your handheld in the cradle and is it connected to your computer with the desktop software running?** If your handheld is in the cradle with the desktop software running, and you have selected the option to not forward messages when yourhandheld is in the cradle to the computer, you do not receive messages on your handheld. Remove your handheld from the cradle to determine whether messages are forwarding properly.

Microsoft Exchange

Have you created Microsoft Exchange Inbox Assistant rules? If you are a Microsoft Exchange user and you have set up Inbox Assistant rules that move new messages from the Inbox to another folder, new messages are not forwarded to your handheld unless you have specific email redirection from that folder. If you have not specified email redirection from specific folders, the Inbox Assistant moves the message before the message can be forwarded. Either delete the Inbox Assistant rule or change the folder redirection settings to forward messages to your handheld.

- **Have you set Redirector Settings filter rules?** If you have enabled filters in the Redirector Settings tool, you might have instructed the desktop software to send only certain messages to your handheld. Check the filters to verify that the messages that you want to receive are being forwarded.
- **Have you set the order of the filters?** If a new Redirector Settings filter applies to a subset of the messages of an existing filter, the new filter should appear at the top of the list.
- **Have you selected the "Forward messages to my handheld" check box?** Check the settings on the **General** tab and verify that the **Forward messages to my handheld** check box is selected. Check the settings on the **Advanced** tab and verify that you have selected the proper folders from which email should be redirected. If you are using the BlackBerry Enterprise Server to forward your email messages, there are certain cases in which messages might not be forwarded to your handheld if they are read on your desktop before being processed by the server. If you are in an area of low wireless coverage and you read a message on your desktop, before it is processed by the BlackBerry Enterprise Server, the server might not recognize the message as unread. Therefore, it is not forwarded to your handheld.
- **Have you selected from which folders you want to receive email messages?** Check the **Advanced** tab of the Redirector Settings tool and verify that you have selected the folders

from which you want to receive email messages. Refer to the *Redirector Settings Online Help* for more information on selecting folders.

Why can I not forward messages from my handheld?

If an **X** icon appears beside the message that you sent, a transmission error occurred that prevented it from being sent. You cannot forward messages that have not been transmitted properly. Open the message and scroll to the top of it. The **Message Status** field indicates the error. Refer to "Handheld error messages" on page 236 for more information. After the original message is sent successfully, you can forward it to another email address.

Why did I have several email messages on my handheld before I turned on the radio?

These email messages are previously loaded onto your handheld and contain information to help you learn about your handheld when you first receive it. As soon as you turn on your radio, another message should arrive, indicating that the handheld is registered with the network.

Punctuation

Where can I find the period (.) and other punctuation marks on the keyboard?

- The quickest way to type a period (.) is to press **SPACE** twice at the end of a sentence. The next letter is capitalized automatically.
- Press **ALT** and an associated character at the same time to insert common punctuation marks. The punctuation mark is printed above the primary character on the key. Refer to "Using the keyboard and trackwheel" on page 28 for more information on **ALT** and special key combinations.
- Other punctuation marks are included in the symbols library which you can open by pressing **ALT + SPACE**. Refer to "Inserting symbols" on page 48 for more information.
- You can also insert international and accented characters in your messages. When you are composing a message or entering text, hold a letter and roll the trackwheel to scroll through international characters, marks, and equation symbols. When the desired character appears, release the letter key.

Storage

What should I do if I will not use my handheld for a short period of time?

If you expect that you will not use your handheld for a short period of time (two weeks or less) turn off the handheld. On the Home screen, click the **Turn Power Off** icon. To turn on the handheld again, press the power key.

What should I do if I will not use my handheld for an extended period of time?

Before you store your handheld for an extended period of time, you should save the information from your handheld to your desktop using the desktop software's Backup and Restore tool.

If you expect that you will not use your handheld for many weeks or months, remove the battery from the handheld. Your handheld shuts down and, after approximately 24 hours, enters a special

storage state. You should store your handheld in a cool, dry place. When you press any keys or click the trackwheel while your handheld is in this state, it does not respond.

To reactivate your handheld, insert the battery into your handheld and recharge it. Your stored addresses and messages are preserved while your handheld is turned off. When you turn on your handheld, a dialog box appears on your screen that prompts you to confirm the current date and time. Click **Edit** to open the Date/Time screen to set the date and time.

If you have integrated your handheld with an enterprise email account and you put your handheld in storage mode, you should generate a new encryption key when you activate your handheld again.

Handheld error messages

The following error messages might appear when you use your handheld applications and features.

Error	Description
Data connection refused	If this error message appears in the handheld status section of the screen, the wireless network refused a data connection to your handheld. Under normal circumstances, the handheld does not regain data coverage by itself. Turn off your handheld radio, wait for 90 seconds, and then turn on the radio again. If you continue to receive this error, turn the radio off until you move to an area with wireless coverage from your home network, or from one of its roaming partners, and then turn on the radio and wait until the handheld connects to the network. If you still encounter problems, contact your service provider or network operator for more information.

Address Book error messages

Error	Description
Duplicate Name	If this message appears, you have entered a new contact with the same name as an existing contact and the **Allow Duplicate Names** field on the Address Book Options screen is set to **No**. Refer to "Setting Address Book options" on page 114 for more information.
Name or Company Name Required	If this message appears, you have entered a new contact without adding a name or company name for the contact. When you add a new contact, you must type text in the **Name** or **Company Name** field.

Browser error messages

Error	Description
Error Occurred	This message appears when an error occurs while the handheld is loading a web page. Click the trackwheel to view the menu and click **Refresh** to reload the web page. If the page still does not load successfully, a problem could exist with the page. Try opening the web page again later. If this message appears at a later time, the link that you are trying to load could be incorrect or the gateway that your handheld is currently using might be malfunctioning.
WBMP Converter: Unable to convert WBMP image of type	If this message appears, there was an error converting the image on the current web page. Click the trackwheel to view the menu and click **Refresh** to reload the web page. If you still receive this message, your Browser could be using the wrong content mode for this page. Refer to "Setting general Browser options" on page 165 for more information.
Error Creating Bookmark	Verify that your handheld has sufficient space to store the new bookmark. In the **Options** application, on the Status screen, check the **File Free** field. If the memory is full, delete some saved messages or bookmarks and try to create the bookmark again. The handheld might not have been able to secure the IP address of the page that you want to bookmark. Click the trackwheel to view the menu and click **Refresh** to reload the web page. Try to create the bookmark again. You might receive this error if you attempt to bookmark a page that has either failed to load or has an error.

Error	Description
Unable to connect to a WAP gateway at the following address	If this message appears, the Browser cannot contact the currently configured WAP server. You could be in an area that does not allow service to this particular WAP gateway. Verify that you are in an area of sufficient GPRS wireless coverage. In the handheld status section of the screen, **GPRS** and one or more bars should appear with the wireless coverage indicator in the upper right corner. If you are within an area of sufficient GPRS wireless coverage, click the trackwheel to view the menu and click **Refresh** to reload the web page. If you are still unable to connect to the WAP gateway at this address, contact your system administrator for more information.
The requested page was too large to deliver to the device	The web page that you are attempting to load is too large for the handheld.
Data was received, but an error occurred while reading data	If this message appears, there is an error displaying the page. Click the trackwheel to view the menu and click **Refresh** to reload the web page. If the page still does not load successfully, there might be an error in the data that you have received from the web site.
An error occurred while fetching the requested page	If this message appears, an error occurred opening the web page. Click the trackwheel to view the menu and click **Refresh** to reload the web page. If the web page still does not load successfully, there could be an error in the data that you have received from the web site, or the web page might be too large to load on your handheld.
Exceeded maximum redirect attempts to server	If this message appears, the web page that you are attempting to load has been redirected more than 30 times, preventing the page from loading. Verify that the web page address is correct and try to load the page again. If this error still appears, try loading a different web page.
The returned page had no content type, and therefore cannot be processed	If this message appears, the web page that you are trying to view has no stated content type, preventing the Browser from displaying the page. Try loading a different web page.

Error	Description
Your device does not currently have any Browser Configuration Service Book Entries	If this message appears, you might have to register your handheld with the wireless network. Verify that you are in an area of sufficient wireless coverage for sending and receiving email messages. You are in an area of sufficient wireless coverage if **GPRS** and one or more bars appear with the wireless coverage indicator in the handheld status section of the screen. Refer to your *Getting Started Guide* for more information on registering with the network. If you still encounter problems after registering with the network, your Browser might not be enabled. Contact your service provider or network operator for more information.
The page fetch operation was not successful (empty CacheResult)	If this message appears, an error occurred while retrieving the web page. Click the trackwheel to view the menu and click **Refresh** to reload the web page.
A problem occurred while trying to render the page	If this message appears, an error occurred while displaying the current web page. Click the trackwheel to view the menu and click **Refresh** to reload the web page. If you continue to receive this message when the handheld tries to display the web page, your Browser could be using the wrong content mode for this page. Refer to "Setting general Browser options" on page 165 for more information.
Attempting to display a null page	The web page that you are attempting to view no longer exists, or is currently unavailable.
Browser Error	If this message appears, a problem occurred when starting your Browser. Contact your service provider or network operator for more information.
Internal Server Error	If this message appears, a server error occurred when your handheld requested the web page. Click the trackwheel to view the menu and click **Refresh** to reload the web page. If you continue to receive this message, try loading a different web page.
Unable to find a converter for the following content type	If this message appears, the Browser does not support the content type on the web page. Try loading a different web page.
WAP Service Book does not exist or does not contain appropriate values	If this message appears, you need to update your WAP service book. To reload your WAP service book, you need to register your handheld. Refer to your *Getting Started Guide* for more information on registering with the network. If you still encounter problems after registering with the network, contact your service provider or network operator.

Error	Description
Fetch Request Failed because it requires authorization	The web page that you are attempting to load requires authorization. If a page requires authorization, the Browser attempts to obtain a valid user name and password three times. If you supply three incorrect user name and password combinations, this error appears. This message also appears if you press **ESC** when the Browser is asking for a user name and password. Click the trackwheel to view the menu and click **Refresh** to reload the web page. If you continue to receive this message, try loading a different web page.
The fetch request returned a 301 REDIRECT response without a location to redirect to	The web page that you are attempting to view has moved, no longer exists, or the web page that you specified is too old. Verify the web page address is current and try to load the web page again.
Unable to parse address	If this message appears, the address that you typed might be incorrect. Try typing the address again.
You may not be in an area covered by wireless data service	If this message appears, the Browser cannot contact the currently configured WAP server. You could be in an area that does not allow service to this particular WAP gateway. Verify that you are in an area of sufficient GPRS wireless coverage. **GPRS** and one or more bars should appear with the wireless coverage indicator in the handheld status section of the screen. If you are within an area of GPRS wireless coverage, click the trackwheel to view the menu and click **Refresh** to reload the web page. If you are still unable to connect to the WAP gateway at this address, contact your service provider or network operator for more information.
The Browser encountered a problem while processing this document and is unable to display it	If this message appears, an error occurred while displaying the current web page. Click the trackwheel to view the menu and click **Refresh** to reload the web page. If you continue to receive this message when the handheld tries to display the web page, your Browser could be using the wrong content mode for this page. Refer to "Setting general Browser options" on page 165 for more information.

Error	Description
You are not currently in an area that can handle data communication	If this message appears, the Browser cannot retrieve any web pages because you might be in an insufficient wireless coverage area. **GPRS** and one or more bars should appear with the wireless coverage indicator in the handheld status section of the screen. If you are within an area of GPRS wireless coverage, click the trackwheel to view the menu and click **Refresh** to reload the web page. If you are still experiencing problems, contact your service provider or network operator**.**
The radio on the device is currently turned off or the battery is too low	You might receive this message if you attempt to use the Browser application when the handheld radio is turned off. To turn on the radio, on the Home screen, click the **Turn Wireless On** icon. You might also receive this message if you attempt to use the Browser application but there is not enough battery power. Refer to the *Getting Started Guide* for more information on recharging the battery.
Attempting to paste text that is not an address	If you receive this message, the text that you are attempting to paste in the **Go To** field is not in a recognized web page address format. Verify that no spaces or additional characters exist in the text that you have pasted, and then click **OK**. If you continue to receive this error, type the address directly in the **Go To** field.
An Error occurred while processing the requested deck. As a result, the Page cannot be displayed.	If this message appears, a problem occurred while loading the web page. Click the trackwheel to view the menu and click **Refresh** to reload the web page. If the page still does not load successfully, try opening the web page again later.
The following deck did not contain a card with the name	If this message appears, the link points to a part of the web page that does not exist. Try loading a different web page or selecting another link.
WML Converter was unable to convert the data	If this message appears, the web page that you are attempting to view might not be available in WML format or might contain incorrect WML tags or attributes. Click the trackwheel to view the menu and click **Refresh** to reload the web page. If you continue to receive this message when the handheld tries to load a page, your Browser might using the wrong content mode. Refer to "Setting general Browser options" on page 165 for more information. If the web page still does not load successfully, there could be a problem with the page. Try visiting the web page again later.

Error	Description
WML Page error: Attempting to set a task outside a container	If this message appears, the page that you are attempting to view might not be available in WML format, or it might contain incorrect WML tags or attributes. Click the trackwheel to view the menu and click **Refresh** to reload the web page. If you continue to receive this message when the handheld tries to load a web page, your Browser might be using the wrong content mode for this page. Refer to "Setting general Browser options" on page 165 for more information. If the page does not load successfully, try opening the web page again later.
Unable to create a Browser session	If this message appears, your handheld is unable to connect to the WAP gateway. The wireless network to which you are connected might only support one connection at a time from your handheld. Your handheld's Messages application might be using that single connection, preventing the Browser from connecting. If your wireless network supports multiple connections, your Browser might not be configured to use the correct gateway or the WAP gateway that your handheld is configured to use might be temporarily out of service. Try opening your Browser application again later. If the problem continues, contact your service provider or network operator for more information.
The Browser has not loaded any pages yet	This message appears if you are attempting to view the web page address before any content has been loaded. Wait for the web page to finish loading before you attempt to view the web page address.
The following address was successfully retrieved but contained no data	If this message appears, there is currently no content available from the web page that you opened. To reload the web page, click the trackwheel to view the menu and click **Refresh**. If the page continues to load incorrectly, a problem could exist with the page. Try opening the web page again later.

Error	Description
Unable to fetch the following address	An error occurred while retrieving the web page. To reload the web page, click the trackwheel to view the menu and click **Refresh**. If you continue to receive this message, try to load a different web page.
An internal gateway error prevents the gateway from fulfilling your request	If this error appears, the web server might not be responding, the returned page might be in a format that is incompatible with your Browser, or the returned page might be too large for your handheld. Click the trackwheel to view the menu and click **Refresh** to reload the web page. If you continue to receive this error, try to load a different web page.
The currently configured Browser profile, with a CID of '{0}', does not have an associated protocol stack registered with the Browser	If this message appears, an error occurred while updating your Browser service books. To update your service books, register your handheld with the wireless network. Refer to your *Getting Started Guide* for more information on registering with the network. If you still encounter problems after registering with the network, contact your service provider or network operator.

Calendar error messages

Error	Description
Appointments cannot span midnight	If you are using Lotus Notes as your desktop email program, this message appears if you attempt to create an appointment that starts on one date and ends on another. Appointments must start and end on the same day.
Cannot reschedule: Date skips over a later/earlier occurrence	If you are using Microsoft Outlook as your desktop email program, this message appears when you edit an occurrence of a recurring appointment, and the new date for that appointment is earlier than the previous occurrence of the appointment or later than the next occurrence of the appointment.

Message status field error messages

Error	Description
Address field truncated	Your email address header field has exceeded 1024 characters. Only the first 1024 characters are used, but the message is saved. If you select **Reply** or **Add to Address Book**, verify that the email address has been entered properly.
Changing networks: please wait	You have initiated a network change by modifying the **Roaming** field on your Options > Network Settings screen. Wait ten seconds for the handheld to change to the new network.
Could not receive More - original message was deleted	If you request to receive more of a message the original message must appear on the Messages or Saved Messages screen. If you deleted the first part of the message after selecting **More**, your handheld cannot receive more of the message. The original message must also appear on your desktop. You are not able to receive more of the message if you have deleted, moved, or modified the message from your desktop Inbox. Verify that your handheld is within an area of sufficient wireless coverage and verify that no Inbox rules filter incoming email messages.
Decryption failure - please connect handheld to your computer	If this message appears, your handheld has an encryption key that is different from the one on your computer. You cannot send or receive messages until you connect your handheld to your computer, open the desktop software, and update the encryption key in the Redirector Settings tool on the **Security** tab. Refer to the *Redirector Settings Online Help* for more information on generating encryption keys.

Error	Description
Desktop couldn't find the original message	This message indicates that the original message is no longer on your desktop. If a message has been deleted from your desktop email program, you cannot forward, reply to, or request to see more of that message.
Desktop Email program unable to store message	Your desktop email program is not able to store the message. Check your mailbox capacity. If you are not sure, contact your system administrator to verify that your desktop mailbox has not exceeded its limit.
Desktop Email program unable to create message	Your desktop email program is not able to recreate the message to send over the Internet. Verify that all parts of the original message are present.
Desktop Email program unable to submit message	Your desktop email program is not able to send the message over the Internet.
Formatting failure	There is a problem sending your message. Resend the message. If your message still does not send, try resetting your handheld by pressing **ALT + SHIFT + BACKSPACE**. If you continue to encounter problems, contact your service provider or network operator for more information.
General radio failure	There is a problem sending your message. Resend the message. If your message still does not send, try resetting your handheld by pressing **ALT + SHIFT + BACKSPACE**. If you continue to encounter problems, contact your service provider or network operator for more information.
General send failure - please try again	If you receive this error message, your message could not be sent. Try sending the message again. If you continue to receive this error, verify that you are in an area of sufficient wireless coverage for sending and receiving messages. You are in an area of sufficient wireless coverage if **GPRS** and one or more bars appear with the wireless coverage in the handheld status section of the screen. If that does not work, save your message and reset your handheld by pressing **ALT + SHIFT + BACKSPACE** simultaneously.
Encryption failure - please connect handheld to your computer	If this message appears, your handheld might have an encryption key that is different from the one on your computer. You cannot send or receive messages until you connect your handheld to your computer, open the desktop software, and update the encryption key in the Redirector Settings tool on the **Security** tab. Refer to the *Redirector Settings Online Help* for more information on generating encryption keys.

Error	Description
General message error	There is a problem sending your message. Resend the message. If your message still does not send, try resetting your handheld by pressing **ALT + SHIFT + BACKSPACE**. If you still encounter problems, contact your service provider or network operator for more information.
General transaction failure	There is a problem sending your message. Resend the message. If your message still does not send, try resetting your handheld by pressing **ALT + SHIFT + BACKSPACE**. If you still encounter problems, contact your service provider or network operator for more information.
Handheld is not registered - please register now	When you first receive your handheld and turn it on, it attempts to register with the wireless network. Verify that you are in an area of sufficient wireless coverage for sending and receiving email messages. You are in an area of sufficient wireless coverage if **GPRS** and one of more bars appears with the wireless coverage indicator in the handheld status section of the screen. Refer to your *Getting Started Guide* for more information on registering with the network.
Handheld lost message packet	There is a problem sending your message. Resend the message.
Handheld message packet queue full	This message indicates that the queue of messages that is waiting to be sent from your handheld is too long. Wait until the messages in the queue are sent to the network successfully before sending more messages.
Illegal message packet tag	There is a problem sending your message. Resend the message. If you continue to receive this message, contact your service provider or network operator for more information.
Invalid routing - please connect handheld to your computer	Invalid routing is usually caused by invalid configuration of the email system. Verify that you have a mailbox on the Microsoft Exchange Server or Lotus Domino Server. The connection between your handheld and your computer might not be working properly. Connect your handheld to your computer and start the desktop software to update the settings. Refer to the *Getting Started Guide* for more information on connecting your handheld to your computer.
Message included an invalid address	If this message appears, one of the email addresses to which you are sending the message is invalid. Check the email addresses, correct the error, and resend the message.

Error	Description
Message included an unknown attachment	If this message appears, your handheld does not recognize the attachment's file type. Save your message and reset your handheld by pressing **ALT + SHIFT + BACKSPACE**. Resend the message.
Message not delivered	An attempt to send your message failed. Open your message and view the **Message Status** field for more information.
Message packet data bad	There is a problem sending your message. Resend the message. If you continue to receive this message, contact your service provider or network operator for more information.
Message packet incorrectly formatted	There is a problem sending your message. Resend the message. If you continue to receive this message, contact your service provider or network operator for more information.
Message refused - please try again later	There is a temporary problem transmitting the message. Resend the message later.
'More' error - desktop couldn't find original message	If this message appears, the original message was removed from your desktop email program before you requested more of the message. The original message must appear on the Messages or Saved Messages screen when your handheld receives the rest of the message. You cannot receive more of the message if you have deleted, moved, or modified the message. Restore the original message on your desktop and request more of the message on your handheld again.
'More' error - general failure	If this message appears, more of your message could not be obtained. The original message must appear on the Messages or Saved Messages screen when your handheld receives the rest of the message. You cannot receive more of the message if you have deleted, moved, or modified the message. Restore the original message on your desktop and request more of the message on your handheld again.
'More' error - invalid part identifier	Although more of the message has been requested, this error message indicates that there is a problem receiving the rest of the message. Request **More** again. If you are still unsuccessful, contact your service provider or network operator for more information.
Network Settings 'Roaming' option has changed: please check it	The network you are using is invalid. Your handheld resets the network to a default setting. Refer to "Network" on page 223 for more information on selecting a network.

Error	Description
Please repeat your last More request	Your handheld has received more of a message but cannot save the data into the associated message because your handheld has insufficient memory to save the message. To check the amount of free space on your handheld, click the **Options** icon and then click **Status**. The **File Free** field should indicate at least **64 000 bytes**. If you have less than that, delete old messages, tasks, memos, or appointments and request more of the message again.
Please connect your handheld to your computer	If this message appears, your handheld might have an encryption key that is different from the one on your computer. You cannot send or receive messages until you connect your handheld to your computer, open the desktop software, and update the encryption key in the Redirector Settings tool on the **Security** tab. Refer to the *Redirector Settings Online Help* for more information on generating encryption keys.
Radio sync problem: please reset handheld	The radio in your handheld is not synchronizing with the wireless network properly. Reset your handheld by pressing **ALT + SHIFT + BACKSPACE**.
Receiving message	This message indicates that your handheld is receiving a message. This warning notifies you of the incoming message.
Request failed - please try again	A request that is associated with a received message (such as a request for **More**) was sent from your handheld, but failed due to a temporary error on your company's computer network. Send your request again.
Redirector transaction failure	If you are a Microsoft Exchange user, this message appears if your desktop redirector is temporarily not working. This transaction failure is probably due to a problem with your network. Resend the message later.
Registration request failed - please try again	This message appears if your attempt to register with the network has failed. Try registering again manually. Verify that you are in an area of sufficient wireless coverage. You are in an area of sufficient wireless coverage if **GPRS** and one or more bars appear with the wireless coverage indicator in the handheld status section of the screen. Refer to the *Getting Started Guide* for more information on registering your handheld.
Registration request sent	This message confirms that the registration request reached the network successfully, but there has been no response from the network.
Request for More failed	This error message usually indicates that more of a particular message cannot be obtained. Try requesting **More** again. If you continue to receive this message, the entire message can still be read from your desktop email application.

Error	Description
Send cancelled by transport	This message indicates that the send process was cancelled before it was complete. Resend the message.
Sending failed (please resend and watch for error message)	This message usually appears either because of a network registration problem or a failure to connect your handheld to your computer. Resend the message and watch your handheld for an error message. Refer to the explanation for that specific error for details.
Temporary network problem - please resend later	The network is temporarily busy. Resend the message later.
Temporary service problem - please resend later	If this message appears, there is a temporary problem with the network. Wait before you send your message.
Text header field truncated	Your text field has exceeded 1024 characters. Only the first 1024 characters are used, but the message is saved.
Timeout - message not delivered	This message might appear several minutes after you send a message, indicating that the message could not be sent to its destination. Resend the message later.
Transport not registered	This message appears if the radio code on your handheld is not working properly. Reset your handheld by pressing **ALT + SHIFT + BACKSPACE**.
Unknown command byte	There was a problem sending your message. Reset your handheld by pressing **ALT + SHIFT + BACKSPACE**. If you continue to receive this message, contact your service provider or network operator for more information.
Unlisted message error	If this message appears, there was a problem sending your message. Resend the message. If you continue to receive this error, contact your service provider or network operator for more information.
Unlisted send error	There was a problem sending your message. Resend the message. If you continue to receive this message, contact your service provider or network operator for more information.
Unlisted transaction error	There was a problem sending your message. Resend the message. If you continue to receive this message, reset your handheld by pressing **ALT + SHIFT + BACKSPACE**. If you continue to receive this message, contact your service provider or network operator for more information.

Phone error messages

Error	Description
Barring Not Available	Call barring is not available on your handheld. You must subscribe to call barring before you can configure this feature on your handheld. Contact your service provider or network operator for more information.
Forwarding Not Available	If this message appears, call forwarding might not be available on your handheld. You must subscribe to call forwarding before you can configure this feature. Contact your service provider or network operator for more information. If you have just subscribed to call forwarding, a delay of up to 60 seconds occurs before forwarding is available. Your handheld might not have checked with the network to determine if call forwarding is available yet.
Cannot connect	If this message appears, check the phone number that you are dialing. Correct any errors and try the call again. If you continue to receive this message, the wireless network might be busy. Call your contact again later. If you are still unsuccessful, contact your service provider or network operator for more information.
Cannot connect - call in progress	If this message appears, your handheld cannot place an additional call when one is in progress. Contact your service provider or network operator to find out if your handheld is enabled for conference calls.
No more conference members allowed	If this message appears, you have reached the maximum number of participants for a conference call. You cannot add any additional callers.
Password not changed	If this message appears, there was an error when you entered a new password. The password has not been changed. Try changing the password again.
Radio is off - cannot connect to network	If this message appears, your handheld is attempting to place a call, but the handheld radio is turned off. To turn on the radio, on the Home screen, click the **Turn Wireless On** icon.
Timeout waiting for radio	If this message appears, your handheld radio was turned off and the handheld attempted to place a call that automatically turned on the radio. The handheld did not attach to the wireless network before the phone call was processed. Wait until the handheld attaches to the wireless network and place your call again.

Error	Description
Voice Mail number not set	If this message appears, the voice mail access number for your handheld has not been set. If your handheld SIM card has been provisioned for voice mail, it obtains the voice mail access number from the SIM card. If your SIM card has not been provisioned for voice mail or you want to select a different service, you can enter an alternative number. Refer to "To edit your voice mail access number" on page 150 for more information.
Busy	If this message appears, the phone number that you are trying to call is busy. Call again later.
Congestion	If this message appears, too many users are connected to the wireless network. Place your call later. If you continue to receive this message, contact your service provider or network operator for more information.
Number Unobtainable	If this message appears, the handheld could not dial the phone number as you typed it. Check the phone number and call the number again.
Emergency Calls Only	If this message appears, your handheld is in emergency mode. While it is in this state, you can only place calls to recognized emergency numbers, such as 911 or 112. If you are in an area of wireless coverage that is not within the area of your home network, you can place emergency calls only. Return to an area of wireless coverage within your home network to place phone calls to regular phone numbers. You can place calls if **GSM**, **gprs**, or **GPRS** and one or more bars appear with the wireless coverage indicator in the handheld status section of the screen.
Outgoing Calls Barred	If this message appears, your handheld is configured to block outgoing calls. You must disable call barring for outgoing calls before you can place phone calls. Refer to "To disable call barring" on page 145 for more information.
Cannot connect to network	If this message appears, verify that you are within an area of sufficient wireless coverage. You can place calls if **GSM**, **gprs**, or **GPRS** and one or more bars appear in the handheld status section of the screen. If you are within an area of sufficient wireless coverage, a problem might exist with the wireless network. Contact your service provider or network operator for more information.
Call Failed	If this message appears, your attempt to place a phone call failed. Verify that you are within an area of sufficient wireless coverage for placing phone calls. If the call is still unsuccessful, place it again later.

Tasks error messages

Error	Description
Warning! Due date has already passed	If this message appears, the date you have attempted to enter in the **Due** field has already occurred. Enter a date in the future on which your task is due.

Transmission error messages

If an **x** appears beside a message that you sent from your handheld, the message was not sent properly. You can find out specifically what went wrong by opening the message and scrolling to the top of it. The **Message Status** field identifies the problem.

Transmission error	Description
Attempt to send to multiple services that have different routing information	If this message appears, your handheld is trying to send a message to addresses with different routing information. Try registering with the wireless network. Verify that you are in an area of sufficient wireless coverage for sending and receiving email messages. You are in an area of sufficient wireless coverage if **GPRS** and one or more bars appear with the wireless coverage indicator in the handheld status section of the screen. Refer to your *Getting Started Guide* for more information on registering with the network. If you continue to receive this error message, contact your system administrator.
Bad Address	If this message appears, one of the addresses to which you are sending your message is incorrect. Check the addresses, correct any errors, and resend the message.
Bad version	If this message appears, the connection to the wireless network refused your message. Contact your service provider or network operator for more information.
Could not receive message from service	If this message appears, a temporary problem might exist with the network. Wait before you resend your message. If this message appears repeatedly, your handheld might have a different encryption key from the one on your desktop. Connect your handheld to your computer, open the desktop software, and update the encryption key in the Redirector Settings tool on the **Security** tab. Refer to the *Redirector Settings Online Help* for more information.

Transmission error	Description
Failed by service	If this message appears, there is an error with the BlackBerry Enterprise Server. Check with your system administrator for more information.
Failed to contact service	If this message appears, the connection to the wireless network does not acknowledge your message. Resend the message later. If a problem still occurs, contact your service provider or network operator.
Failed to send message	If you receive this error message, your message was received by the BlackBerry Enterprise Server, but the server cannot send the message to the recipients. Send your message later.
Failed to send message - bad apn	If this message appears, the handheld has incorrect routing information. Contact your service provider or network operator for more information.
Failed to send message - invalid address	If this message appears, the handheld has incorrect routing information. Contact your service provider or network operator for more information.
Failed to send message - packet error	If this message appears, there is an error sending the message. Contact your service provider or network operator for more information.
Invalid address	If this message appears, the phone number to which you are sending your SMS message is incorrect. Check the phone number, correct the error, and resend the message.
Message cancelled	If this message appears, your message was cancelled before it was sent. Send the message.
Message could not be sent	If this message appears, there is a problem sending the message. Contact your service provider or network operator for more information.
Message expired by service	If this message appears, your SMS message has expired before it could be delivered to the recipient. In the Options application, on the SMS screen, verify that you have set the **Validity Period** field to **Max**. Resend the message.
'More' error - desktop couldn't find original message	If this message appears, the original message was removed from your desktop email program before you requested more of the message. The original message must appear on your desktop. You cannot receive more of the message if you have deleted, moved, or modified the message. Restore the original message on your desktop and, on your handheld, request more of the message again.

Transmission error	Description
'More' error - general failure	If this message appears, more of your message could not be obtained. The original message must appear on the Messages or Saved Messages screen when your handheld receives the rest of the message. If you delete the first part of the message after you select **More**, your handheld cannot receive more of the message.
'More' error - invalid part identifier	Although more of the message has been requested, this error message indicates that there is a problem receiving the rest of the message. Request **More** again. If more of the message still does not arrive at your handheld, contact your service provider or network operator for more information.
No routing information	If this message appears, the handheld does not have the correct routing information to send the message. Register your handheld with the wireless network to update the routing information. You must be in an area of sufficient wireless coverage to register your handheld. You are in an area of sufficient wireless coverage if **GPRS** and one or more bars appear with the wireless coverage indicator in the handheld status section of the screen. Refer to the *Getting Started Guide* for more information on registering with the network.
Refused by service	If this message appears, the connection to the wireless network refused your message. Send a new email message to your contact.
Service Disabled	If this message appears, the ability to send and receive messages is disabled. Insert your handheld in the cradle and connect to the desktop software. If the message appears again, contact your system administrator.
Transaction error	If this message appears, there is a general error with your handheld. Contact your system administrator.
Transaction error - bad format	If this message appears, there is an error transmitting the message. Try registering with the wireless network. Verify that you are in an area of sufficient wireless coverage for sending and receiving messages. You are in an area of sufficient wireless coverage if **GPRS** and one or more bars appear with the wireless coverage indicator in the handheld status section of the screen. Refer to your *Getting Started Guide* for more information on registering your handheld.
Transaction error - decryption error	If this message appears, your handheld might have a different encryption key than your desktop. Refer to the *Redirector Settings Online Help* for more information on generating encryption keys.
Transaction error - failure at service	If this message appears, there is a temporary problem with the wireless network. Resend the message later.

Transmission error	Description
Transaction error - general failure	If this message appears, there is a general error transmitting the message. Try registering with the wireless network. Verify that you are in an area of sufficient wireless coverage for sending and receiving messages. You are in an area of sufficient wireless coverage if **GPRS** and one or more bars appear with the wireless coverage indicator in the handheld status section of the screen. Refer to your *Getting Started Guide* for more information on registering your handheld. If this message continues to appear, contact your system administrator.
Transaction error - timeout	If this message appears, a temporary problem with the connection to your BlackBerry Enterprise Server prevented your message from being sent. Contact your system administrator for more information.
Transaction error - unknown command	If this message appears, there is an error with the handheld radio. Try registering with the wireless network. Try registering with the wireless network. Verify that you are in an area of sufficient wireless coverage for sending and receiving messages. You are in an area of sufficient wireless coverage if **GPRS** and one or more bars appear with the wireless coverage indicator in the handheld status section of the screen. Refer to your *Getting Started Guide* for more information on registering your handheld. If this message continues to appear, contact your system administrator.
Transaction error - unknown service, bad UID	If this message appears, your handheld has not received the correct service book to send and receive messages. Connect your handheld to the desktop software and then send your message.
Unable to compress/encrypt message	If this message appears, the handheld could not send the message because it could not be properly encrypted. Generate a new encryption key. Refer to the *Redirector Settings Online Help* for more information on generating encryption keys.

Transmission error	Description
Unable to find specified service	If this message appears, the service to which your message is addressed is not available. Insert your handheld into the cradle and connect to the desktop software to receive the correct service information.
Unknown error	This message might appear when you generate an encryption key manually and click **Update** to copy the new encryption key to your handheld. An error occurred as your computer and your handheld were exchanging information. Verify that the email address that is specified in the Redirector Settings tool on the **Advanced** tab is correct. Verify that your handheld is registered on the network and that is inserted correctly in the cradle. Update the encryption key again. Refer to the *Redirector Settings Online Help* for more information. If you continue to receive this message, contact your system administrator.
Unlisted message error	If this message appears, there was a problem sending your message. Resend the message. If you continue to receive this message, contact your service provider or network operator for more information.

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